Astrium Services

SKYFILE® MAIL V8.25

USER MANUAL

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DOCUMENT HISTORY

DATE	VERSION REF	MODIFICATIONS	AUTHOR
05-Feb-08	10.0	Original document	Jean-Marc Duc
13-May-08	11.0	How to create master/administrator sub-account	Jean-Marc Duc
13-May-08	11.0	Change font	Jean-Marc Duc
15-Sep-08	12.0	SkyFile Anti-Virus introduction (Part7)	Jean-Marc Duc
16-Sep-08	12.1	Weekly configuration report (Part6)	Jean-Marc Duc
26-Jan-09	12.2	Subject keyword & white list (page 34)	Jean-Marc Duc
22-Sep-09	13.0	New features SkyFile Mail v7.5	Jean-Marc Duc
20-Oct-09	13.0	FAQ	Jean-Marc Duc
20-Oct-09	13.0	HTML full compatibility	Jean-Marc Duc
02-Jun-10	14.0	Unicode + language selection + spell checker	Jean-Marc Duc
07-July-10	14.1	Send mail to a group	Jean-Marc Duc
Oct-10	15	SkyFile Mail v8.00	Jean-Marc Duc
April-12	16	SkyFile Mail v8.20	Jean-Marc Duc
June-12	16.1	Only internal email allowed	Jean-Marc Duc

NOTES

1. For sample purposes SkyFile Mail master account used is “Astriumstar” inside this document.
   For example = astriumstar@skyfile.com or master.astriumstar@skyfile.com
2. indicates important points which must be read carefully.
3. As an example for shore to ship messages, the following sample email address has been used for the screenshots in this document: Victoriastar_shipping@orange.fr.

GLOSSARY & ABBREVIATIONS

- Rudics = Router-based Unrestricted Digital Internetworking Connectivity Solution
- LCR = Least Cost Router
- SRC = SkyFile Remote Configuration
- MPDS = Mobile Packet Data Service

- CSD = Circuit Switched Data
- TCP = Transfer Control Protocol
- API = Application Programmer Interface
- SCPC = Single Channel Per Carrier
- ISDN = Integrated Services Digital Network
- SMS = Short Message Service

SECURE, RELIABLE & COST-EFFECTIVE MESSAGING AND MORE

SkyFile Mail is a messaging and compression tool that allows users to send reliable and cost-effective emails, e-faxes and SMS messages. Suitable for users at sea, on land and in flight, Astrium Services' SkyFile Mail provides two-way email, fax and SMS messaging on Inmarsat, Iridium, Thuraya and VSAT satellite terminals.

Simple to install, use and update, SkyFile Mail works on any desktop PC or laptop and is an ideal messaging solution for crew and personnel emailing. SkyFile Mail is part of our portfolio of Astrium value-added solutions.

SKYFILE MAIL KEY FEATURES AT A GLANCE

- **Data compression:** SkyFile Mail compresses data by up to 90% with a WinZip-type feature, significantly reducing connection time.
- **Full duplex mode**: enables users to send & receive messages simultaneously.
- **Crash recovery**: automatically retrieves emails if the data connection is interrupted.
- Highly effective **anti-virus, anti-spam filter** and **black & white lists** block unwanted emails. Users can create their own black & white list according to personal needs.
- **SkyFile Mail via Iridium Rudics**: boosts connection quality, service availability and bandwidth, reducing connection times by more than 50%.
- **Automatic notification:** alerts user to incoming emails.
- **Integrated BDU access command**: it allows users to automatically start/stop the IP-session from SkyFile Mail.

- **Multi-languages:** provides 9 languages which can be used independently and simultaneously.

- **Least cost router**: automatically selects the most cost-effective data transmission mode for Inmarsat Fleet terminals according to usage (MPDS or ISDN).

- **SkyFile Remote Configuration:** provides full control of all SkyFile Mail configurations, from billing rates to sub-account management.

- **SkyFile Mail prepaid & MyMail:** provides prepaid crew emailing functionality for Inmarsat and Iridium maritime terminals.

  POP3/SMTP compatibility: No need to change your existing email tool or settings – SkyFile Mail is now compatible with standard email software such as Microsoft Outlook, Thunderbird, etc. (subject to fee)

NEW FEATURES OF SKYFILE® MAIL V8.25

Benefit from major enhancements on our new SkyFile® Mail (8.25), which is now available in two versions: **SkyFile Mail**, the popular, free messaging tool, and the **new SkyFile Mail Premium**, which provides newly enhanced features for business users at a competitive rate.

DISCOVER NEW FEATURES OF SKYFILE MAIL PREMIUM

Improve business efficiency and crew welfare with our new SkyFile Mail Premium – while still benefitting from the well-known user-friendly interface and all the features of SkyFile Mail:

- **Compatible with Microsoft Outlook, Thunderbird or other POP3/SMTP clients**: No need to change your existing email tool or settings – SkyFile Mail is now compatible with standard email software such as Microsoft Outlook, Thunderbird, etc. Keep your familiar email environment and interface combined with the powerful possibilities and features of the SkyFile Mail engine.

- **Receive emails on the spot:** With the automatic notification push feature, emails will be delivered immediately without any manual actions and without being held in the mailbox on shore.

- **Enhance crew communications over Iridium OpenPort:** Use SkyFile MyMail and split billing feature - now also with Iridium OpenPort.

- **Connect to SkyFile Mail over non-satellite connections:** Access SkyFile Mail from shore in addition to onboard usage. To reduce communications costs you can use SkyFile Mail via 3G, WiFi or Wimax.

- **Benefit from extra-long SMS**: Send and receive long SMS messages with up to 1500 characters - a cost efficient alternative to emailing or fax.

- **Improve cost control with the advanced call detail viewer & split billing file**: View call data immediately and export into CSV files, offering better cost control.

- **Decide which emails should be received onboard and which should remain in quarantine:** All suspicious emails are stored in the quarantine file until shipping companies decide which ones should be delivered onboard - saving costs of potentially unwanted mails or spam.

- **Manage your SkyFile Mail accounts and CDRs on line:** With the new shore portal to come you can benefit from an optimized supervision, incl. grouping function, quarantine mode, creation of notification and many more.

NEW FUNCTIONS FOR SKYFILE MAIL

- **Reduce risk of unwanted traffic and costs:** The integrated BDU access command allows users to automatically start/stop the IP-session from SkyFile Mail.

- **Flexible and improved connectivity for 3rd party apps**, such as ship management applications, through improved API function.

- **Direct access to SkyFile eNOAD from SkyFile Mail:** With a simple click, masters or administrators can conveniently use SkyFile eNOAD, without changing the program or software.

- **Enhance supervision of sub accounts:** Masters can easily select and manage sub-account types like corporate accounts for better control of usage.

- **Enhance filtering rules for corporate & private sub-accounts:** Captains can choose to restrict sending and/or receiving of emails.

1. INSTALLATION INSTRUCTIONS

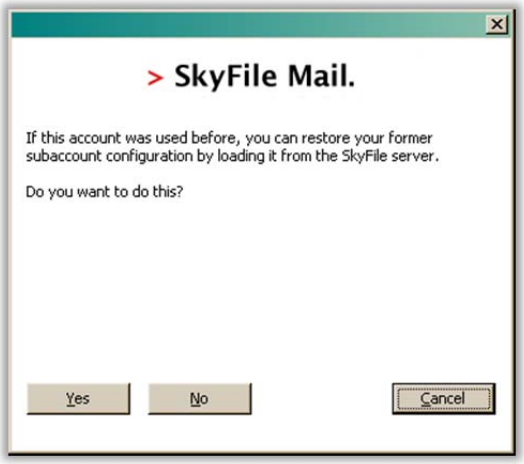
The following pages contain detailed instructions to install the SkyFile Mail software on your PC or laptop.

SkyFile Mail is compatible with Windows 95, 98, Me, NT 4, 2000, XP, Vista, Windows7 and Windows8.[1]

In order to use the program, it is mandatory to register for SkyFile Mail via our Customer Care. You will find the contact details on the last page of this manual.

If you are using a previous version of SkyFile Mail, your entire configuration is preserved after the update installation. You do not need to uninstall older versions to update the software.

If you are already a SkyFile Mail user and your PC crashes or you are not able to retrieve the previous version, SkyFile Mail integrates a back-up solution directly on the SkyFile server. As such, your configuration is preserved and can be retrieved during the installation.


> SkyFile Mail.
If this account was used before, you can restore your former subaccount configuration by loading it from the SkyFile server.
Do you want to do this?
Yes
No
Cancel

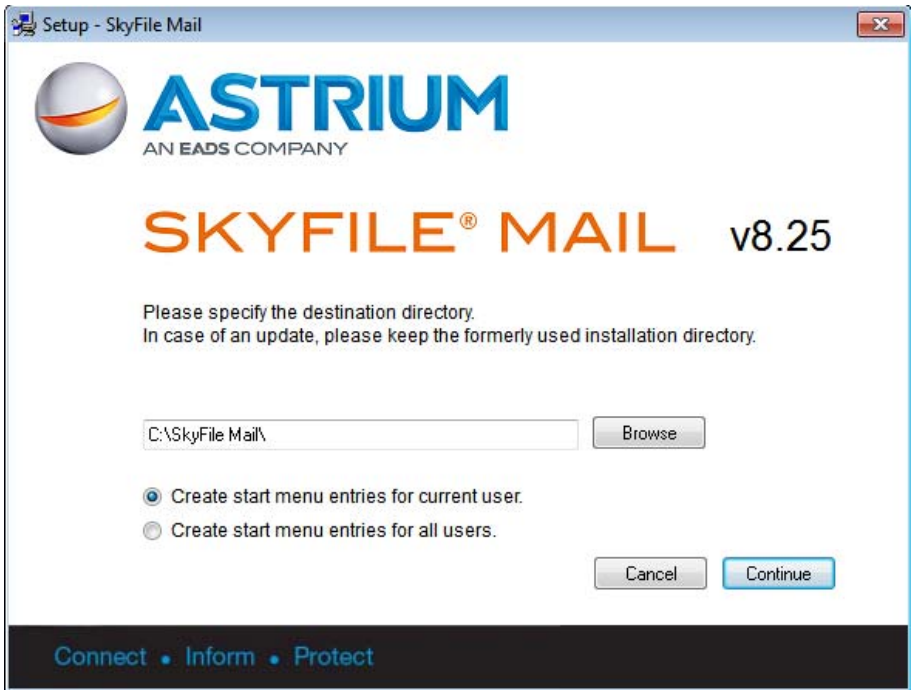
You are invited to restore SkyFile Mail with an existing back-up or, if the account was already used before, you can restore your former sub-account configuration by loading it from the SkyFile server.

Important note:

The user needs full rights to change the "win.ini"-file and all files in the SkyFile-directory. Astrium Services recommends performing the installation of SkyFile Mail with administrator rights on the PC.

[1]Under Windows NT, 2000 + XP you need to have administrator rights, to permit installation to be carried out completely, including the Start menu entries and fax support. If this is not possible, you have to create manually a short cut afterwards, e.g. on the desktop, to the Autosync.exe program in the SkyFile folder.

1.1 INSTALLING SOFTWARE FROM THE SKYFILE® v8.25 CD


Setup - SkyFile Mail
ASTRIUM
AN EADS COMPANY
SKYFILE® MAIL v8.25
Please specify the destination directory.
In case of an update, please keep the formerly used installation directory.
C:\SkyFile Mail\
Browse
Create start menu entries for current user.
Create start menu entries for all users.
Cancel
Continue
Connect • Inform • Protect

Please put the SkyFile Mail CD into the CD drive. The SkyFile family installation window invites you to install successively:

- SkyFile Mail v8.25
- SkyFile Weather
- SkyFile e-NOAD

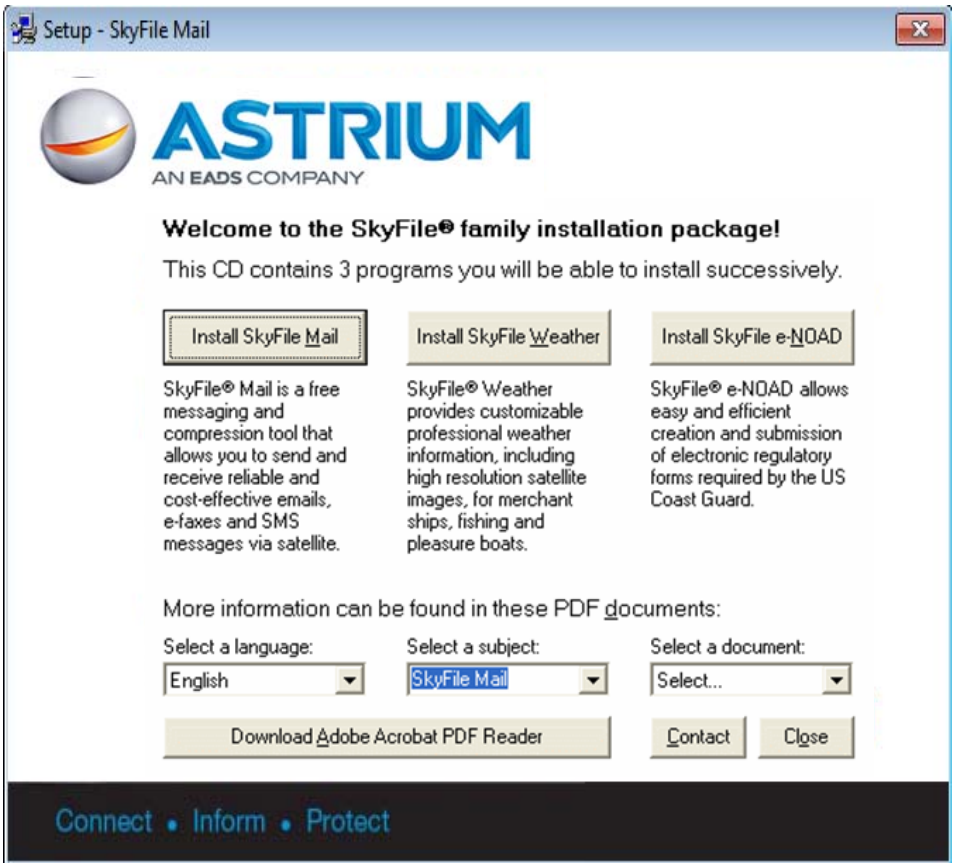
From this first installation window you can easily find the SkyFile family documents, find the registration form and/or install the SkyFile family software on your PC.

For an installation please close all other programs in advance. If no window pops up, you can start the installation window by starting “menu.exe” in the root-directory of your CD-drive (typically D: or E:).

Press the enter key and simply follow the instructions of the installation program. After choosing your preferred language, enter the account parameters which are described in the following pages. Windows must be restarted after installation to complete the installation process. The software will not run properly until this has been done.

1.2 DOWNLOAD OF SOFTWARE FROM THE INTERNET

After downloading SkyFile Mail as a ZIP file from www.vizada.com, unpack it with WinZip into an empty temporary folder (directory), e.g. C:\Temp. Then start SETUP program (see above) in this temporary folder and follow the instructions in the installation program. Please, click on "***Continue***".


Setup - SkyFile Mail
ASTRIUM
AN EADS COMPANY
Welcome to the SkyFile® family installation package!
This CD contains 3 programs you will be able to install successively.
Install SkyFile Mail
Install SkyFile Weather
Install SkyFile e-NOAD
SkyFile® Mail is a free messaging and compression tool that allows you to send and receive reliable and cost-effective emails, e-faxes and SMS messages via satellite.
SkyFile® Weather provides customizable professional weather information, including high resolution satellite images, for merchant ships, fishing and pleasure boats.
SkyFile® e-NOAD allows easy and efficient creation and submission of electronic regulatory forms required by the US Coast Guard.
More information can be found in these PDF documents:
Select a language:
English
Select a subject:
SkyFile Mail
Select a document:
Select...
Download Adobe Acrobat PDF Reader
Contact
Close
Connect • Inform • Protect

Your computer must be restarted after installation in order to load the driver. The software will only function properly after this. Before restarting Windows, please remove the CD from the drive.

1.3 FURTHER INSTALLATION STEPS

The installation program sets up a "SkyFile" group in the Windows Start menu under "Programs", in which you will find the software. If you want SkyFile Mail to open automatically whenever the computer boots up, please copy a shortcut to the Autosync.exe program (in the SkyFile folder) in the "Auto-start" folder. The first time you start the SkyFile Mail message list (Windows Start menu - Programs - SkyFile - SkyFile) the setup dialogue box (in "Access and dial parameters") automatically opens.

2. SKYFILE MAIL CONFIGURATION

2.1 ENTERING THE ACCOUNT PARAMETERS

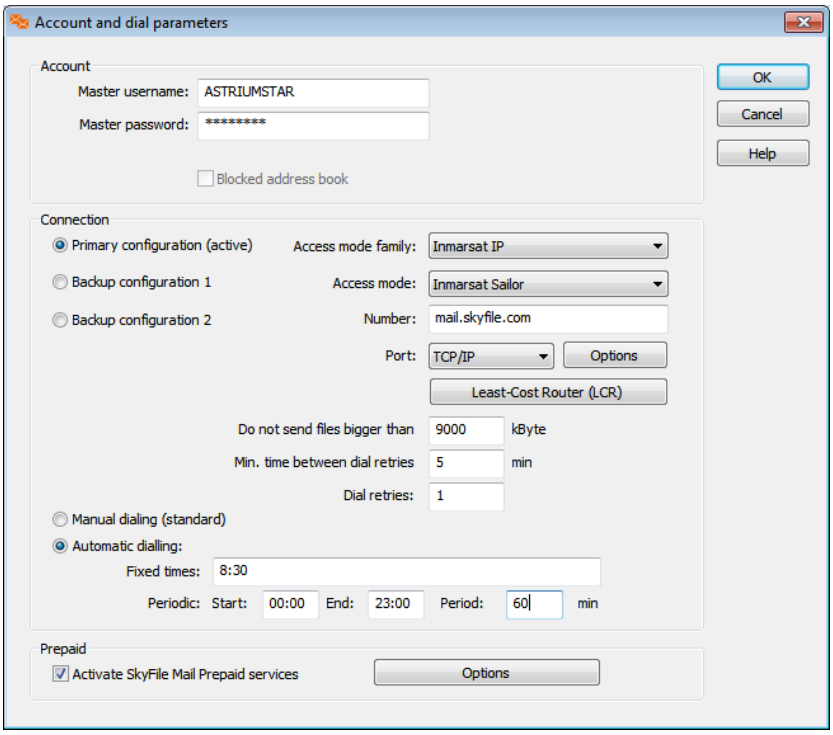
- ***Master username**:* Enter the user name provided by the customer care (your username is similar with the word in your email address in front of the "@").

- ***Master password**: You will receive your password from the customer care upon registration. Some Windows versions only show three stars "*" after re-entering this window, this is in fact confusing but correct.*

- ***Configuration 1-2-3:** SkyFile Mail allows defining three connection types. You can quickly switch between them, and makes sense if several types of devices are installed on-board. For instance, you can easily configure a Fleet77, an Iridium and a Mini M and switch between them in case of problems of coverage.*

- ***Access mode family** (Quick setup): it allows you to select the type of network you want to use. Depending on your choice, the list of access modes will be different.*

- ***Access mode** (Quick install): For standard satellite terminals like a Mini M/Phone, choose your terminal and confirm with "Yes" to execute the appropriate settings. Depending on your choice, the COM port or the ISDN-MSN may be changed, if needed (see next pages). For TCP/IP like Inmarsat Sailor or BGAN, an additional window will be displayed (see next pages)*



- ***Number:*** The dial-number will be filled out automatically after selecting the access mode.

- ***Port:*** The port is normally set by the Quick-install-button. Please click on "Options" if you want to change the communication parameter.

- **Least Cost Router (only for Fleet-terminals)**: Please read the special LCR-part below.

- **Blocked address book**: By choosing this option, you can restrict mobile-to-fixed messages to a certain group of addresses predefined in the SkyFile Mail address book. This parameter can be changed with the master password.

- **Login required at program start**: In case you do not use sub-accounts, but still want to protect your SkyFile mailbox with your master-password, please select this option.

- **Activate support of SkyFile Mail prepaid services:** this option must be selected in case of SkyFile Mail prepaid & MyMail usage. Please read the special prepaid part further below.

2.2 ENTERING THE DIAL PARAMETERS

- **Do not send files larger than [...] KByte:** This parameter protects you against high transmission charges by accidentally attaching too large files. The limit refers to single attached files, not to the total email. This parameter can be changed with the master password.
  This limit is the maximum size which can be sent. Another limit can be set up for each sub-account. The sub-account-limit cannot be higher than the limit entered in this menu.

- **Minimum time between dial retries:** This controls the time interval and frequency of dial retries if a connection has not been successful, e.g. with modems after BUSY, NO CARRIER etc.

- **Manual dialing:** With the manual method, dialing is only possible in the message list window. The following time settings are ignored during manual dialing.

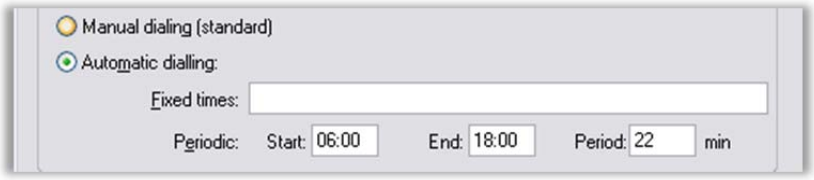
- **Automatic dialing at fixed times:** In case the dial-in should be done automatically at fixed times of the day, you can enter the frequency / exact times at which you want SkyFile Mail to start the message transfer. Please note that SkyFile Mail only accepts 00/15/30/45 as minutes. Furthermore the real dial-in is delayed by a random time of 0-10 min. This is to avoid that e.g. dozens of vessels with the same configuration are dialing-in in the same second. With automatic dialing, a globe symbol appears on the bottom right of the screen (host program). Please create a link in the Autostart-folder of Windows to the program

"host32.exe" (in the SkyFile-directory) to make sure, that the time schedule is running also after a reboot of the system. The dialing parameters are recorded in the message list under the menu item "Configuration" and may be changed later.

- **Automatic Periodic dialing:** In case the dial-in should be done automatically within a fix time-slot with a special rhythm, you can enter start and end time + a period time in minutes.

Following the examples displayed below:

An automatic dial-in will be done to the SkyFile server, every 22 minutes between 06:00AM and 06:00PM.



An automatic dial-in will be done to the SkyFile Server at 6:00, 9:00, 12:00, 15:00 and 20:00

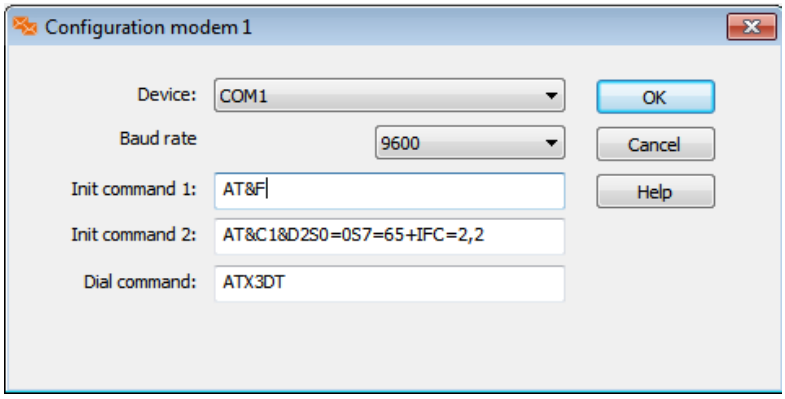
The actual dialling will take place at the given time(s) plus a random variation of up to ten minutes to avoid busy situations when several users in a fleet use the same time.

2.3 PORT CONFIGURATION (LOW-SPEED)

Inmarsat B/ M/ Min iM/ Fleet33, Iridium, Thuraya

- Access mode family: Select “Inmarsat” or “Iridium” or “Thuraya”
- Access mode: Select your device within the list proposed by the software.
- Device: Select the COM port your satellite terminal is connected to.
- Baud rate[2] / AT-commands: Will be filled out automatically by selecting the access mode.

[2] The term Baud rate does not refer to the net physical speed of the telephone modem or Inmarsat system, but the port Baud rate of the PC. Please do not set higher rates than those given here, because they will affect the package size used by SkyFile Mail. If the Baud rate is too high, SkyFile Mail uses a too big package size for the service concerned, this adversely would affect transmission.



The preset parameters in Init. Command 1 and 2 and Dial command are suitable for almost all Inmarsat B/M/Phone (Mini M)/Fleet 33, Iridium and Thuraya terminals. If a connection cannot be established, please refer to the manual of the terminal, whether special AT commands are required.

Specialty for Fleet33:

If you are using a Fleet33 terminal, Astrium Services recommends installing SkyFile Mail in MPDS-mode (see next page) instead of modem-mode, as with this terminal a data-transfer via MPDS will save transmission costs (depending on your personal rates).

2.4 PORT CONFIGURATION (HIGH SPEED, ISDN)

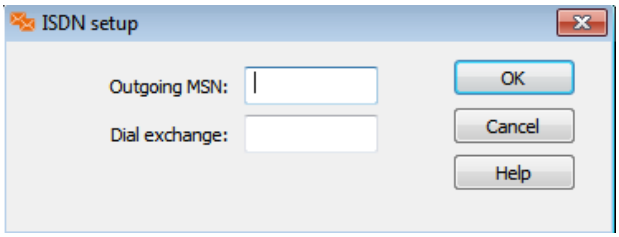
Inmarsat B HSD/ GAN/Fleet77/55 ISDN

When using SkyFile Mail with an Inmarsat B-HSD system, an ISDN converter

(E.g. I-Box or SODA box) must be installed between the PC and the Inmarsat terminal. The configuration is the same as is for an Inmarsat-ISDN terminal.

To connect to an Inmarsat-ISDN system, you will need an ISDN adapter for your PC (e.g. Fritz!Card from the supplier AVM). In addition, you will need to install the relevant CAPI 2.0 driver associated with the ISDN-card.[3] Please make sure, that the ISDN-card is HDLC compliant (HDLC is supported by almost all ISDN cards).

[3] External ISDN adapters which are connected to a serial port on the PC (e.g. ISDN-TL from Elsa) are controlled like analog modems with AT commands. The necessary initialization settings for the MSN (your own phone number) are given in the relevant manufacturer's manual, because they are standardized for each manufacturer. You may have to set the adapter with a suitable AT initialization command to the matching ISDN data protocol HDLC that SkyFile Mail uses with ISDN cards. Package length is max. 2 KByte. With many ISDN adapters (e.g. Elsa TL), this protocol is the factory setting. You should use a port Baud rate of 115200 Baud.



- **Outgoing MSN:** Data-IMN, from which you dial. It will be filled out automatically by selecting the access mode. It can be left empty in most cases.

- **Dial exchange**: Here you enter the numbers (typically a zero) which must prefix the actual phone number in case you have installed the ISDN card as an extension number in a telephone system. In most cases this field is empty.

2.5 PORT CONFIGURATION TCP/IP, MPDS & INMARSAT I-4 SERVICES

From SkyFile Mail v8.25, you can control your IP-device from SkyFile Mail. It allows you to start the IP-session from the software. At the end of the connection, the IP-session will be automatically closed. This behaviour allows you to reduce the risk of unwanted data (such as DNS requests) which could be transferred while the session is still opened.

SkyFile Mail 8.25 provides a device control for:

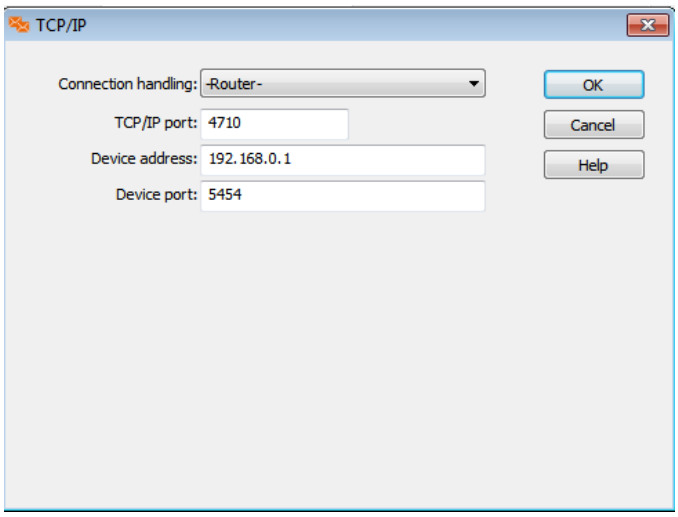
- Sailor Explorer
- Sailor FleetBroadband
- AddValue Skipper 150

To use the IP-device control, follow the instructions:

- Access mode family: Select “Inmarsat IP” or “VSAT” or “Other”
- Access mode: Select the device within the list proposed by the software

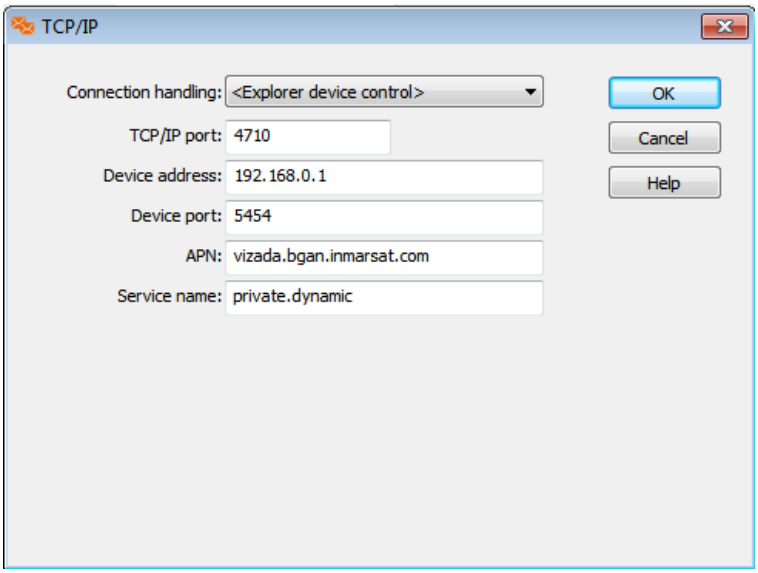
2.5.1 Router

If “Router” is selected, SkyFile Mail does not take in charge the control of the device. The dial in is manual.



2.5.2 Explorer device control

Select “Explorer device control” in case “Inmarsat Explorer” has been selected into the “Access Mode” list.



2.5.3 Sailor device control

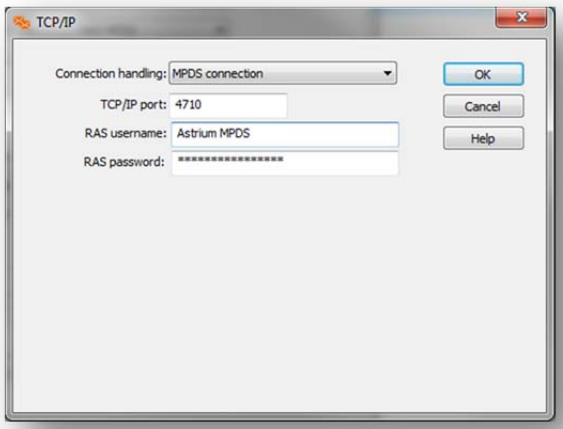
Select “Sailor device control” in case “Inmarsat Sailor” has been selected into the “Access Mode” list.

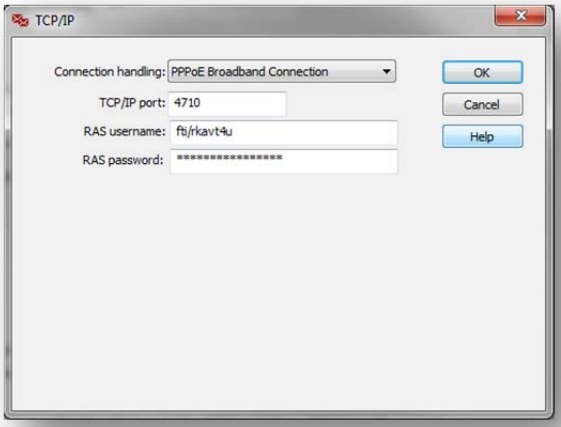
2.5.4 Skipper device control

Select “Skipper device control” in case “Inmarsat Skipper” has been selected into the “Access mode” list.

2.5.5 MPDS & PPPoE

- **RAS connection:** For a connection over MPDS or PPPoE you must create a standard windows dial-up connection for Astrium Services MPDS[4]. In "RAS connection" you will see all created dial-up connections for your PC. Please select the MPDS dial-up you want to work with.





- **RAS username:** In case of an MPDS transfer the username of the dial-up connection will be shown.

- **RAS password:** In case of an MPDS transfer, please enter the password of the MPDS dial-up.

- **TCP/IP port:** Per default this value is 4710. In case of special installations, this value may have to be changed.

2.6 LEAST COST ROUTER (LCR – ONLY FOR FLEET/GAN)

2.6.1 LCR, functional description

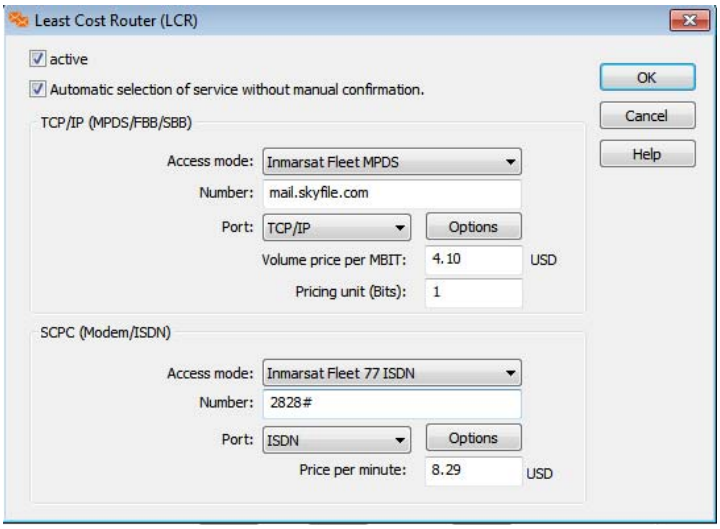
Fleet33/55/77 and GAN terminals provide two types of data transmissions:

- **MPDS**: Pay by Mbit – Best suited for small files.

- **SCPC** (ISDN/data9.6): pay by time - best suited for larger files.

[4] An Astrium Services MPDS dial-up connection will be created with the following parameters: username/password: inmarsat/inmarsat, dial-nr: "123#" (T&T) or "**94#" (Nera), connection via the windows standard modem 33.600baud (alternatively: 28.800baud) with the additional modem-init-command "AT+WS45=4;+WLES=011". The speed of serial port should be 115200baud. IP and DNS address will be obtained automatically.

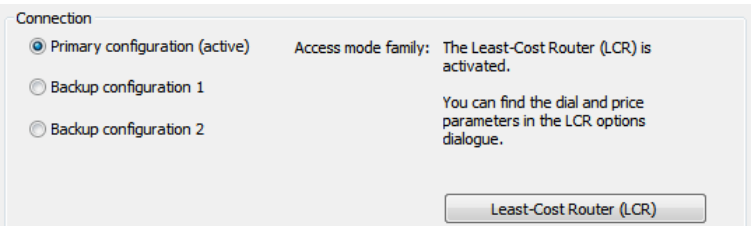
As a result the user should always calculate transmission costs to be able to select the transmission with the least costs.



In order to avoid this manual effort, the Least Cost Router (LCR) of SkyFile Mail automatically performs this calculation on the basis of the actual compressed message volume to send and receive the data throughput and the inserted prices for MPDS and SCPC.

- **Active:** Activates the LCR
- **Automatic selection:** Choose whether you want to confirm the service decision or allow SkyFile Mail to automatically decide.
- **Prices/Units:** Please enter the actually negotiated traffic prices of your company. If you do not know these prices, the LCR will still be able to select best transmission option using the default prices.

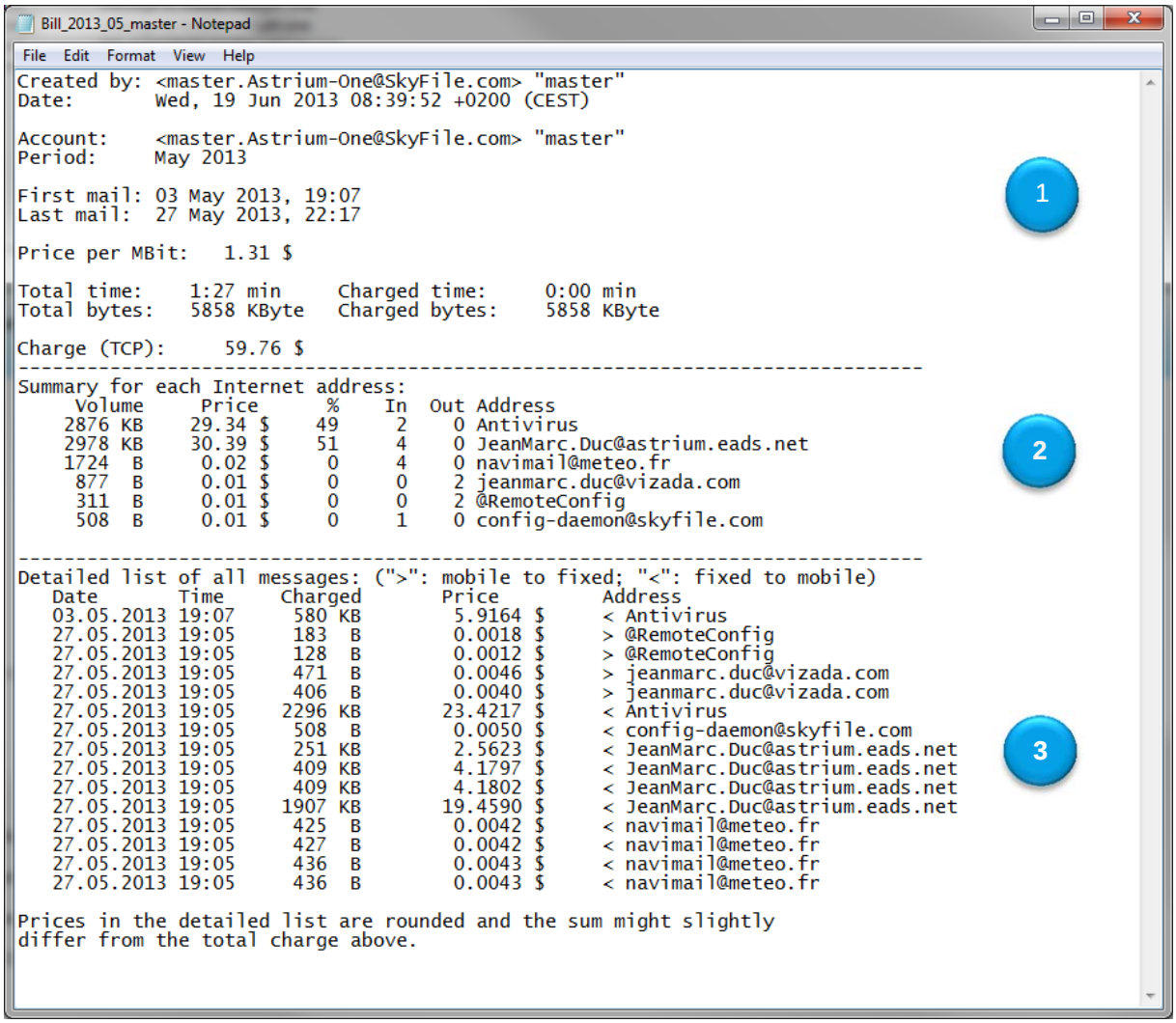
If you start the dial-in, the LCR first calculates the decision only on the basis of the mails which are to be sent. In case MPDS is selected, the LCR connects to the server and checks whether potentially large emails to be received would require a change to SCPC, a more cost-effective transmission mode. In this case you will be asked another time for a manual confirmation (if you are in manual mode). Then the message exchange will be started. A notification, in the configuration window informs you that the Least Cost router is activated.


Connection
Primary configuration (active)
Backup configuration 1
Backup configuration 2
Access mode family:
The Least-Cost Router (LCR) is activated.
You can find the dial and price parameters in the LCR options dialogue.
Least-Cost Router (LCR)

2.6.2 LCR & Split Billing

Depending on the mode selected by the LCR calculation, the appropriate price is used. The mode is displayed in the detailed bill which can be provide to the final user (passenger or crew-member)

On-board split-billing sample:


Bill_2013_05_master - Notepad
File Edit Format View Help
Created by: <master.Astrium-One@SkyFile.com> "master"
Date: Wed, 19 Jun 2013 08:39:52 +0200 (CEST)
Account: <master.Astrium-One@SkyFile.com> "master"
Period: May 2013
First mail: 03 May 2013, 19:07
Last mail: 27 May 2013, 22:17
Price per MBit: 1.31 $
Total time: 1:27 min Charged time: 0:00 min
Total bytes: 5858 KByte Charged bytes: 5858 KByte
Charge (TCP): 59.76 $
Summary for each Internet address:
Volume Price % In Out Address
2876 KB 29.34 $ 49 2 0 Antivirus
2978 KB 30.39 $ 51 4 0 JeanMarc.Duc@astrium.eads.net
1724 B 0.02 $ 0 4 0 navimail@meteo.fr
877 B 0.01 $ 0 0 2 jeanmarc.duc@vizada.com
311 B 0.01 $ 0 0 2 @RemoteConfig
508 B 0.01 $ 0 1 0 config-daemon@skyfile.com
Detailed list of all messages: (">": mobile to fixed; "<": fixed to mobile)
Date Time Charged Price Address
03.05.2013 19:07 580 KB 5.9164 $ < Antivirus
27.05.2013 19:05 183 B 0.0018 $ > @RemoteConfig
27.05.2013 19:05 128 B 0.0012 $ > @RemoteConfig
27.05.2013 19:05 471 B 0.0046 $ > jeanmarc.duc@vizada.com
27.05.2013 19:05 406 B 0.0040 $ > jeanmarc.duc@vizada.com
27.05.2013 19:05 2296 KB 23.4217 $ < Antivirus
27.05.2013 19:05 508 B 0.0050 $ < config-daemon@skyfile.com
27.05.2013 19:05 251 KB 2.5623 $ < JeanMarc.Duc@astrium.eads.net
27.05.2013 19:05 409 KB 4.1797 $ < JeanMarc.Duc@astrium.eads.net
27.05.2013 19:05 409 KB 4.1802 $ < JeanMarc.Duc@astrium.eads.net
27.05.2013 19:05 1907 KB 19.4590 $ < JeanMarc.Duc@astrium.eads.net
27.05.2013 19:05 425 B 0.0042 $ < navimail@meteo.fr
27.05.2013 19:05 427 B 0.0042 $ < navimail@meteo.fr
27.05.2013 19:05 436 B 0.0043 $ < navimail@meteo.fr
27.05.2013 19:05 436 B 0.0043 $ < navimail@meteo.fr
Prices in the detailed list are rounded and the sum might slightly
differ from the total charge above.
1
2
3

Section 1:

- Price per Mbit = The price per Mbit attributed to “master” sub-account
- Price per minute = The price per minute attributed to “master” sub-account
- Total time = Sum of ISDN connections over LCR for “master” sub-account
- Total bytes = Sum of MPDS connections over LCR for “master” sub-account

- Charge (CSD) = master's invoice for ISDN connection in September
- Charge (TCP) = master's invoice for MPDS connection in September
- Charge = Global invoice for September

Section 2:

Summary per Internet address in minutes (SCPC) and in volume (MPDS)

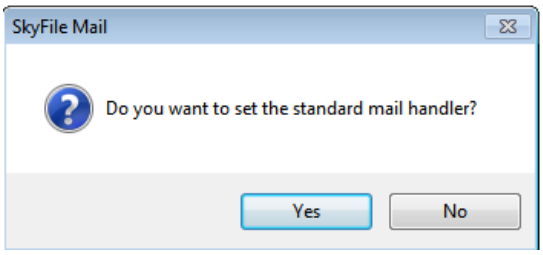
Section3:

Detailed list of emails sent & received by the user.

2.7 INSTALLING THE STANDARD MAIL-TO HANDLER AND THE FAX DRIVER

2.7.1 Setting SkyFile Mail as standard mail program

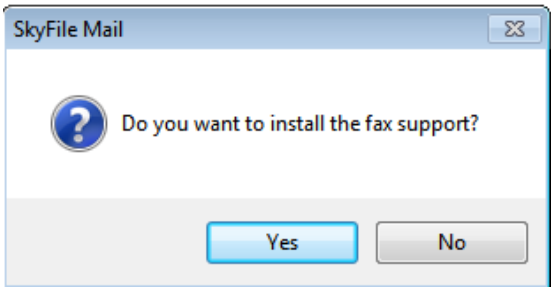
After making the configuration you are asked to set SkyFile Mail as the standard program for emails. This ensures that when you click on a mail link in your Internet browser (e.g. Internet Explorer), SkyFile Mail automatically starts, and the destination address is correctly entered.



The standard mail-to program option can also be activated later under "Options" in the message list.

2.7.2 Installation of fax driver

To produce telefax pages SkyFile Mail employs a printer driver, which you can also install in the message list under "Configuration" ("fax support"). After restarting Windows the fax printer driver is available as a virtual printer called SkyFile, and can be used from any application.



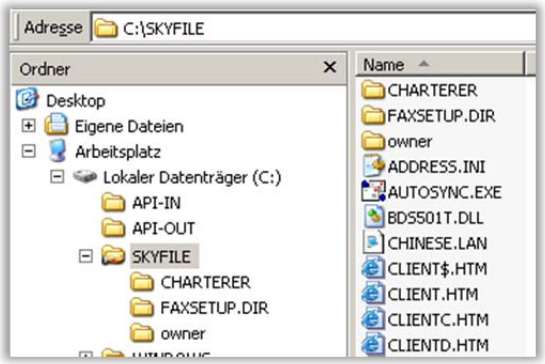
2.8 SKYFILE MAIL – INSTALLATION IN A LAN

2.8.1 Local Area Network (LAN) installation

The SkyFile Mail client may be used on several workstations in a local area network (LAN). In case sub-accounts are installed, all different users could theoretically access an own mailbox from their PC, as long as it is connected to the LAN.

For this purpose, SkyFile Mail only needs to be installed once on the PC connected to the satellite communications terminal. After installation, the SkyFile Mail installation directory has to be made available (mostly C:\SKYFILE) for read/write file sharing with other PCs in the LAN (in the file explorer you will see a hand under the SkyFile directory).

The other workstations are connected by simply creating a desktop link through the LAN to the file "autosync.exe" in the SkyFile Mail installation directory.



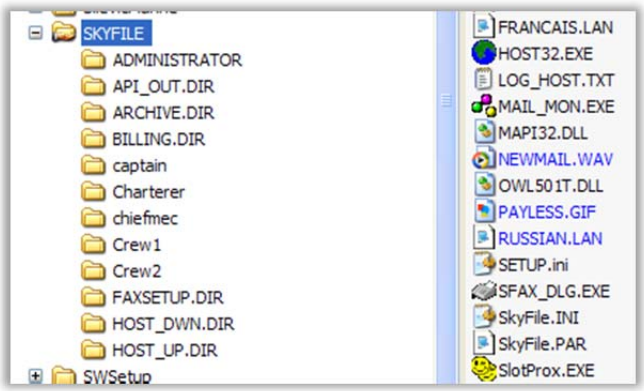
When using sub-accounts, Astrium Services recommends creating a link to the transfer module "host32.exe" in the Windows Auto-start folder in order to ensure internal emails (between sub-accounts) to be delivered instantly. Internal emails may be sent and received free of charge, using the full local email addresses including the sub-account names.

2.8.2 Using SkyFile Mail on a terminal server

For running SkyFile Mail in a terminal server environment, the program SlotProx in the SkyFile folder must always be running. It can be launched either as a normal application from a local account on the terminal server PC, or as a service, which is recommended. To launch SlotProx as a service, please follow these steps:

Make sure you are logged in locally at the server with administrative privileges.

Select “Run….” From the Windows start menu and enter c:\SkyFile\slotprox – i (adjust the path if required).



Use the Services Applet of the Windows control panel to start the service “Shamrock Mail-slot Proxy”.

Using the SkyFile client in this local admin session, install the SkyFile Mail fax printer driver.

The SkyFile Mail transfer host should always run in a local session with standard user privileges, e.g. using a Start-up link for this user to host32.exe (but not for all users!)

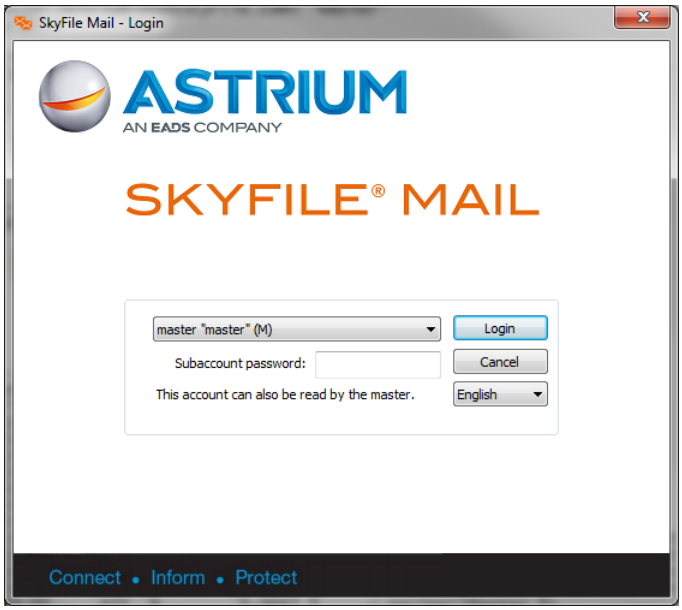
A terminal server has its pros and cons. While the centralized administration is often seen as the main advantage, compatibility problems of some programs, a slower response of applications and the increased network load are downsides. Please refer to Microsoft® for more information.

3. SKYFILE MAIL, FIRST CONNECTION

If business and/or private sub-accounts have been already created, the opposite window is displayed when the users open SkyFile Mail.

Select your own account in the list proposed, and then enter your password (if needed).

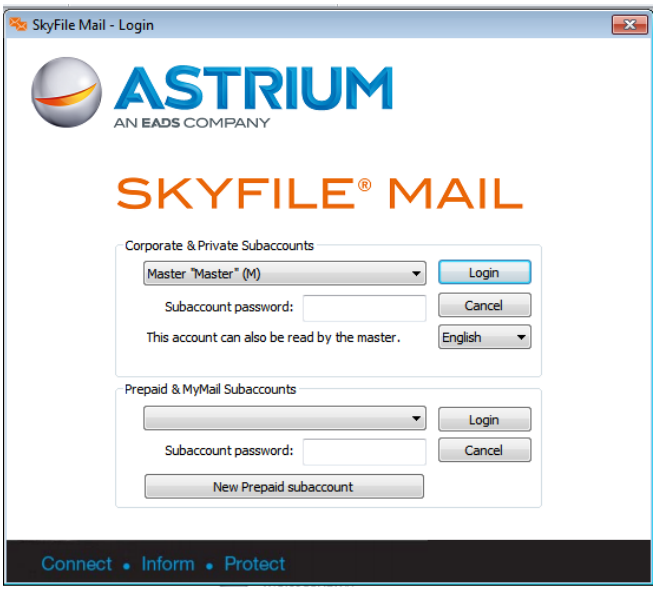
Select the language in the list proposed. The selected language will be registered in the INI-file of your sub-account. The same language will be proposed each time you will use your account. Different languages can be used in parallel by different people without problems.



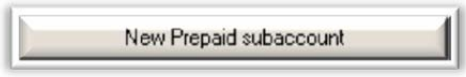
Click on “Login”.

Additionally, if the SkyFile Mail prepaid option has been selected by the SkyFile Mail administrator (Master), the opposite window is displayed.

Please select your “Corporate or Private Subaccount” within the list proposed or select your “Prepaid” account. Please enter your password and click on “Login”.



If the option “Self-Registration” has been enabled by the SkyFile Mail administrator (Master), a user (crew member or passenger) can create his own prepaid sub-account.

Please click on 

and follow the instructions.

Note: With SkyFile Mail v7.5 and higher, the category of each sub account is displayed after the user-name (in brackets).

(M) = Master

(C) = Corporate

(P) = Private

4. MESSAGE LIST

4.1 MESSAGE LIST FUNCTIONS DESCRIPTION

The following pages contain detailed instructions for the use of SkyFile Mail.

Description of the items:

"New mail": prepare a new email.

“Open”: Open selected email.

"Answer": enables you to write and/or send an answer to a received message to the sender's address (and/or another Internet address). Per default, the original email is quoted in the answer-mail. If you want to change the default, please deselect the item "Configuration" >"Quote mail in answer".

"Answer all": to send an answer back to the sender and to all the other recipients of the original message.

"Forward”: to send a received message to one or several other recipients in the address book or to other Internet addresses.

"Delete": deletes one or more selected messages in the message list with all attachments. Deleted files will be stored in the "recycle bin" archive for a defined period. Alternatively you can use the Del key (with Shift+Del no confirmation of the deletion is requested).

"Search": to search for text-strings within the selected archives. If you select the topmost item in the archive window on the left side, all archives will be scanned.

"Configure prepaid subaccount": to change your prepaid sub-account parameters.

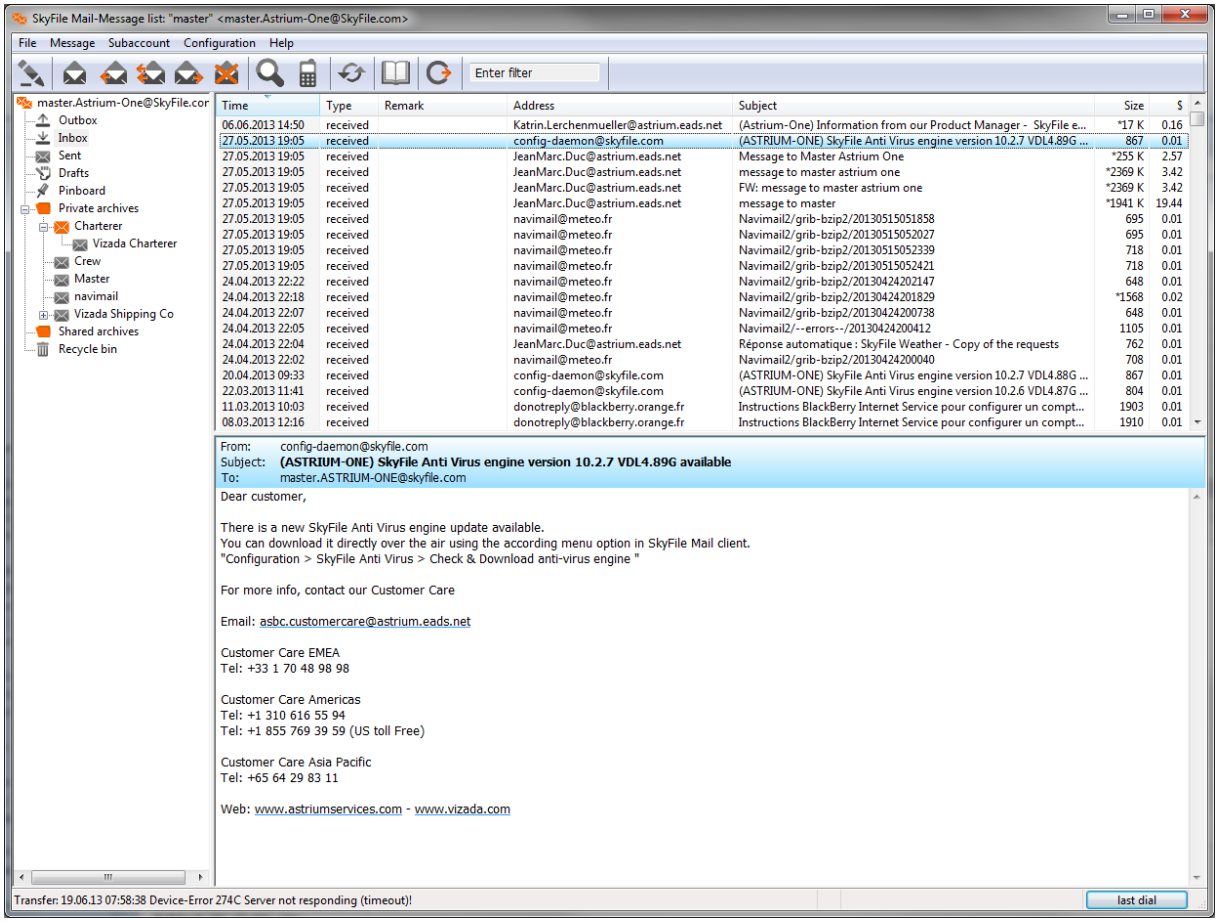
"Send SMS": to enter a short text message (SMS, up to 160 characters) to a GSM-mobile phone. The recipient can easily respond to this SMS by using the “Reply”-function of his phone.

"Address book": to enter, organize, manage and delete email addresses, SMS and Fax numbers.

"Log-off".

The screenshot below shows the user interfaces of the mail program or the message list.

You can open this message list by clicking on the SkyFile Mail icon in the Windows program menu in the SkyFile folder (Start - Programs - SkyFile - SkyFile). The symbol bar of the message list window includes the following frequently used functions:


SkyFile Mail-Message list: "master" <master.Astrium-One@SkyFile.com>
File Message Subaccount Configuration Help
Enter filter
master.Astrium-One@SkyFile.cor
Outbox
Inbox
Sent
Drafts
Pinboard
Private archives
Charterer
Vizada Charterer
Crew
Master
navimail
Vizada Shipping Co
Shared archives
Recycle bin
Time Type Remark Address Subject Size $
06.06.2013 14:50 received Katrin.Lerchenmueller@astrium.eads.net (Astrium-One) Information from our Product Manager - SkyFile e... *17 K 0.16
27.05.2013 19:05 received config-daemon@skyfile.com (ASTRIUM-ONE) SkyFile Anti Virus engine version 10.2.7 VDL4.89G ... 867 0.01
27.05.2013 19:05 received JeanMarc.Duc@astrium.eads.net Message to Master Astrium One *255 K 2.57
27.05.2013 19:05 received JeanMarc.Duc@astrium.eads.net message to master astrium one *2369 K 3.42
27.05.2013 19:05 received JeanMarc.Duc@astrium.eads.net FW: message to master astrium one *2369 K 3.42
27.05.2013 19:05 received JeanMarc.Duc@astrium.eads.net message to master *1941 K 19.44
27.05.2013 19:05 received navimail@meteo.fr Navimail2/grib-bzip2/20130515051858 695 0.01
27.05.2013 19:05 received navimail@meteo.fr Navimail2/grib-bzip2/20130515052027 695 0.01
27.05.2013 19:05 received navimail@meteo.fr Navimail2/grib-bzip2/20130515052339 718 0.01
27.05.2013 19:05 received navimail@meteo.fr Navimail2/grib-bzip2/20130515052421 718 0.01
24.04.2013 22:22 received navimail@meteo.fr Navimail2/grib-bzip2/20130424202147 648 0.01
24.04.2013 22:18 received navimail@meteo.fr Navimail2/grib-bzip2/20130424201829 *1568 0.02
24.04.2013 22:07 received navimail@meteo.fr Navimail2/grib-bzip2/20130424200738 648 0.01
24.04.2013 22:05 received navimail@meteo.fr Navimail2/--errors--/20130424200412 1105 0.01
24.04.2013 22:04 received JeanMarc.Duc@astrium.eads.net Réponse automatique : SkyFile Weather - Copy of the requests 762 0.01
24.04.2013 22:02 received navimail@meteo.fr Navimail2/grib-bzip2/20130424200040 708 0.01
20.04.2013 09:33 received config-daemon@skyfile.com (ASTRIUM-ONE) SkyFile Anti Virus engine version 10.2.7 VDL4.88G ... 867 0.01
22.03.2013 11:41 received config-daemon@skyfile.com (ASTRIUM-ONE) SkyFile Anti Virus engine version 10.2.6 VDL4.87G ... 804 0.01
11.03.2013 10:03 received donotreply@blackberry.orange.fr Instructions BlackBerry Internet Service pour configurer un compt... 1903 0.01
08.03.2013 12:16 received donotreply@blackberry.orange.fr Instructions BlackBerry Internet Service pour configurer un compt... 1910 0.01
From: config-daemon@skyfile.com
Subject: (ASTRIUM-ONE) SkyFile Anti Virus engine version 10.2.7 VDL4.89G available
To: master.ASTRIUM-ONE@skyfile.com
Dear customer,
There is a new SkyFile Anti Virus engine update available.
You can download it directly over the air using the according menu option in SkyFile Mail client.
"Configuration > SkyFile Anti Virus > Check & Download anti-virus engine "
For more info, contact our Customer Care
Email: asbc.customercare@astrium.eads.net
Customer Care EMEA
Tel: +33 1 70 48 98 98
Customer Care Americas
Tel: +1 310 616 55 94
Tel: +1 855 769 39 59 (US toll Free)
Customer Care Asia Pacific
Tel: +65 64 29 83 11
Web: www.astriumservices.com - www.vizada.com
Transfer: 19.06.13 07:58:38 Device-Error 274C Server not responding (timeout)!
last dial

The top/right window of the message list gives an overview on the current status of the messages: Messages to be sent ("**out**"), messages which were already sent ("**sent**") or received ("**in**"). The new messages are kept until the data exchange has been started (see "Dial now"). Received but unopened messages are shown in bold characters.

A click on an arbitrary title changes the **sorting** of the messages in the message list. A click on the right mouse key displays a context menu in which a file can be deleted, opened or resent.

Time	Type	Remark	Address	Subject	Size	$
06.06.2013 14:50	received		Katrin.Lerchenmueller@astrium.eads.net	(Astrium-One) Information from our Product Manager - SkyFile e...	*17 K	0.16
27.05.2013 19:05	received		config-daemon@skyfile.com	(ASTRIUM-ONE) SkyFile Anti Virus engine version 10.2.7 VDL4.89G ...	867	0.01
27.05.2013 19:05	received		JeanMarc.Duc@astrium.eads.net	Message to Master Astrium One	*255 K	2.57
27.05.2013 19:05	received		JeanMarc.Duc@astrium.eads.net	message to master astrium one	*2369 K	3.42
27.05.2013 19:05	received		JeanMarc.Duc@astrium.eads.net	FW: message to master astrium one	*2369 K	3.42
27.05.2013 19:05	received		JeanMarc.Duc@astrium.eads.net	message to master	*1941 K	19.44

Columns in the message list:

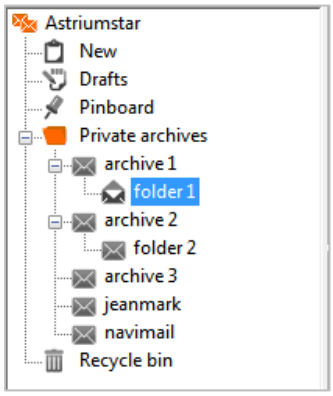
- The **"Time"** column gives the local time of the email as indicated by your system clock. The European date format is used: day, month, year (this is not the date given in the date line of the email header).

- The **"Type"** column shows whether a message was received, sent or will be sent.
- The contents of the **"Remark"** column can be changed as required with a right mouse click and "change remark…" For SMS and faxes, the column contains already the indication “FAX” or “SMS” and the respective delivery status.
- The **"Address"** column either contains the terrestrial email address or a name if known.
- The **"size"** column shows the size of the message including all attachments. A leading **"*"** indicated, that a file has been attached.

Specialty for sub-accounts: If you have created sub-accounts with volume-billing, the price of each message is shown in an additional column right.

4.2 ARCHIVE WINDOW / FULL-TEXT SEARCH

Archive window



The archive window contains all standard and self-defined archives:

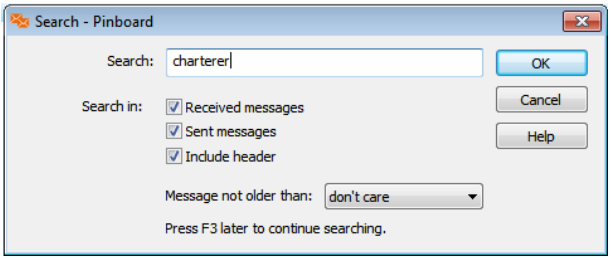
- **New:** contains all incoming and outgoing messages. By right click "**split view**" you can split the "new" archive into "outbox", "inbox" and "sent" (like in Outlook)
- **Drafts:** If you have not yet finished writing an email, but you have to carry out another action, just press "exit" and you'll be asked whether the email shall be stored in the "Drafts" archive.
- **Pin board** (or info-board): To make text information (e.g. announcements) available for all sub-account users, right-click on "Pin board", press "new", enter the subject and the text of the announcement.
- **Private/Shared archives:** In order to file your messages along your personal system, you can create personalized archives which might also be nested tree-like. In case you have

created a sub-account, shared archives could be created which are accessible for all sub-accounts. After creation, messages can be moved via drag & drop to the selected archive.

- **Recycle bin:** In case you delete one or more messages from your message list, these messages will be stored in the "Recycle bin"-archive. This prevents you from losing emails which were deleted by mistake. You can individually define the time limit for storage in this recycle bin selecting "Configuration"-> "Recycle bin". With "disable Recycle bin", you deactivate this function.

4.3 FULL-TEXT SEARCH

By pressing the "search" icon or Ctrl+F you can search for an expression or email address within every message shown in the currently selected archive. In case it is found, F3 continues to search for this expression. If you select the topmost item in the archive-window, all archives of one sub-account will be scanned for the given expression.

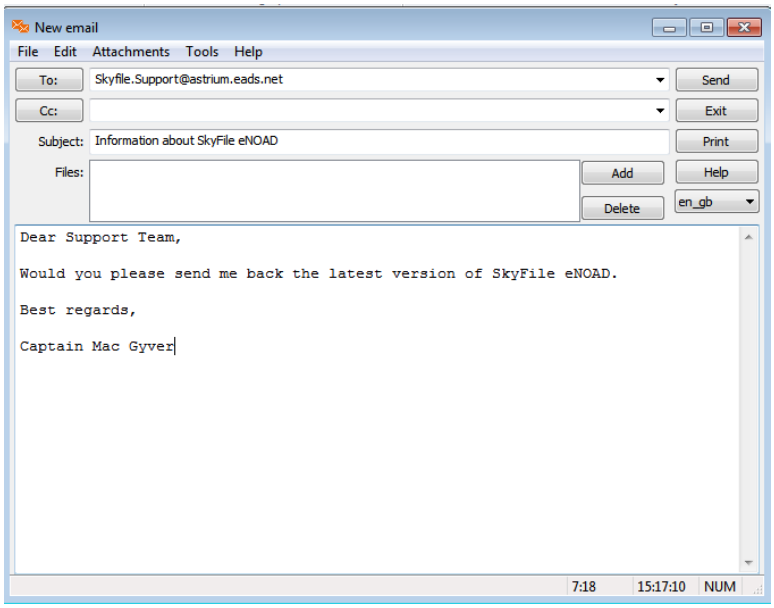


4.4 SENDING AND RECEIVING MESSAGES

With the integrated text editor you can write or edit messages, and also optionally attach files to messages. The text editor is opened by clicking the "**New mail**" button.

You open received emails in the message list with a double click on the relevant line. An outgoing email (not sent yet) can still be changed by double clicking this email.

When you write a new email or respond to one, a window appears with the following content:



Functions in the text editor:

- **"To:"** Clicking on the little phone book next to "To:" opens a window containing the address book, in which you can select your contacts. By holding down the Ctrl- or Shift-key you can select several names. Select the required recipient by a double click or with "Apply". However, you can also select one of the latest addresses used, or type in manually one or several addresses (separated by commas).

- **"CC:"** Here you can enter one or several extra recipients. The same rules and formats apply to the “cc”-addresses as to the addresses in the "To" box.

- **"BCC:"** Recipients entered here receive the email as "blind copy", i.e. their addresses are not visible to the other email recipients. You have to switch on the BCC box under "Tools" first ("Show BCC") or press “F6”.

- **"Subject:"** Here you enter a subject for your message. When you reply to an email, the subject is automatically adopted and prefixed with "Re:"

- **"Add:"** You can attach one or several files of any type to your text message. However, please check the size (see p. 4, "Do not send files bigger than [...] KByte").

"Text:" In this box the text of the message is entered. To insert text from a prepared TXT-file, please press "File"->"Insert…" and select the filename. The window width determines the length of the line. When the window opens for the first time, it shows about 70 characters per line, which means that texts will be correctly printed.

Within the text editor you are able to **search** for an expression (Ctrl+F). To continue the search, please press F3.

To print a message with header and message-text, press the button

Specialty for sub-accounts: If you have created sub-accounts with volume-billing, the price of the currently created message inclusive all attachments are shown in the bottom-line of the edit-window.

Below the “Help” button, you can find a selection box with several languages. By default, you get English, German and French.

This is the area where you can select your spell checker language.

4.5 SPELL CHECKER (v7.60 AND HIGHER)

SkyFile Mail uses the popular Hunspell module for spell checking. The folder DIC.DIR below SkyFile contains some pre-configured spell-checking files (depending on whether you have installed SkyFile Mail from a downloaded ZIP file or from a CD).

Each language requires an .AFF and a .DIC file. The file name looks like this:

<family>_<country>.AFF
<family>_<country>.DIC

where <family> is e.g. EN for English, and <country> is e.g. US for United States.

You can download additional spelling files e.g. from http://wiki.services.openoffice.org/wiki/Dictionaries in the ZIP format and unpack the .AFF and .DIC files into the SkyFile DIC.DIR subfolder.

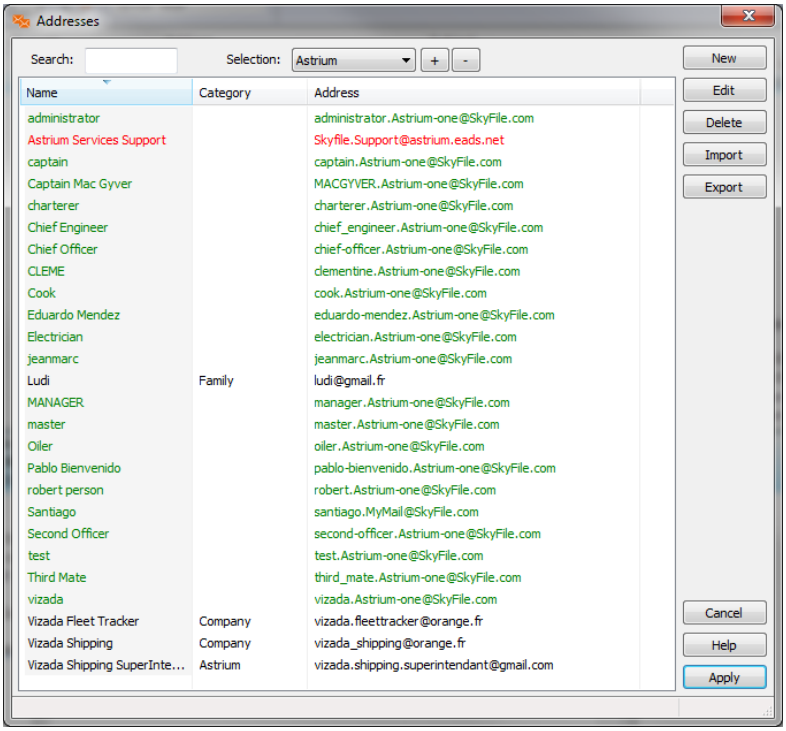
(Note: The .OXT files as used by Open Office 3.x are renamed ZIP files and can be used alternatively.)

The spell checker will ignore quoted text (">" at the beginning of a line), links, file paths, and words which do not contain lower-case letters.

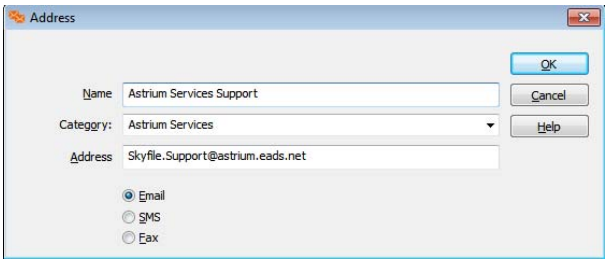
Spell checker support with error display (red curls) and correction suggestions during writing mails on the fly. The writer can change the current dictionary with one click. SkyFile Mail is currently shipped with English, German and French dictionaries.

4.6 ADDRESS BOOK

In the SkyFile Mail message list window you can enter a list of frequently contacted email, SMS and fax partners by pressing the address book symbol.



- **"New":** Enter the name and address of a recipient here. In case you choose "SMS" or "Fax", the address will be a GSM Number or a terrestrial Fax number beginning with the country code (e.g. +4922872192729).



Entries can also be edited and deleted by selecting the entry and clicking on the relevant button.

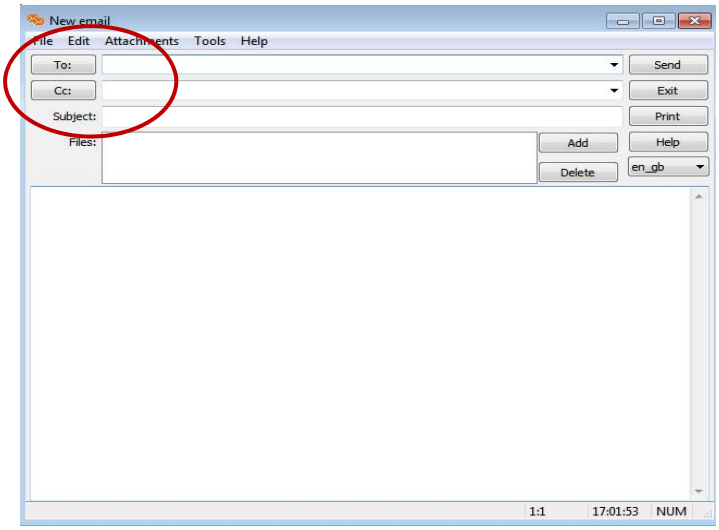
Entries in your address book might contain a group of email addresses, with the addresses separated by commas.

When you send a message, you can select several recipients simultaneously by holding down the Ctrl key. This considerably saves you transfer costs, as the email is transmitted to the gateway only once and then allocated to the individual destinations.

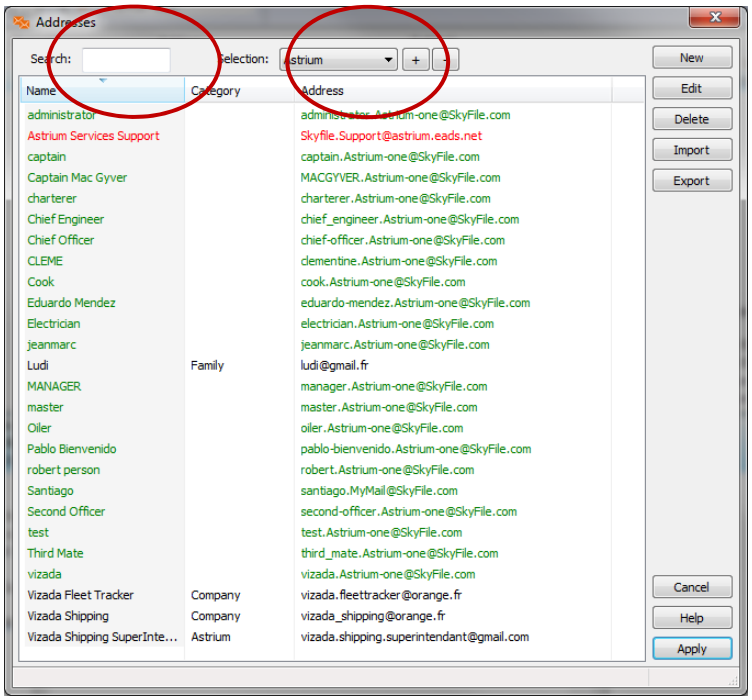
In SkyFile Mail v7.5 and higher, you can find the field “**Category**”. This can be a company name or something similar. The address book view can be sorted by name or by category. Additionally it is possible to select a complete category as a group. The number of recipients is limited to 100 addresses.

You can use the category-name to send an email to a group of email-addresses.

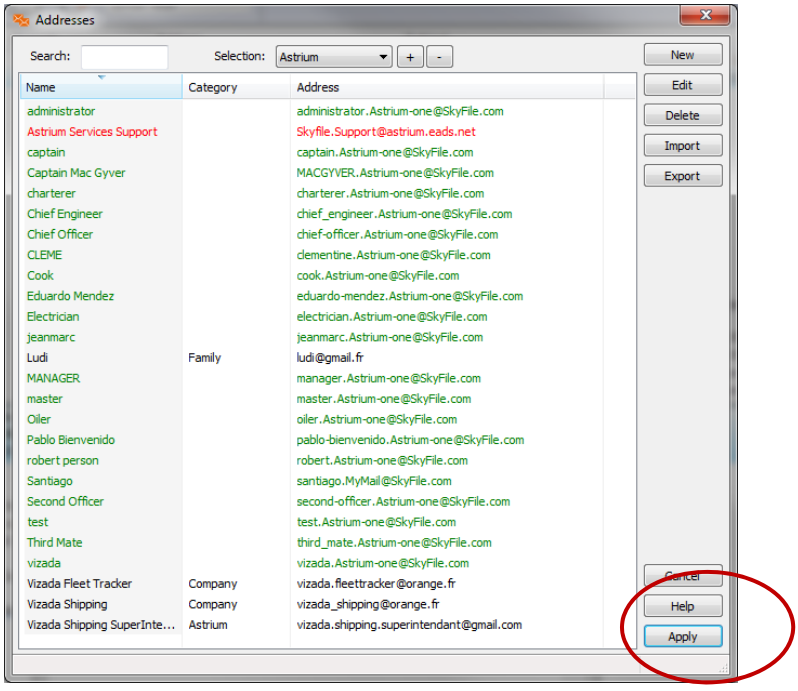
- Select “New Mail”



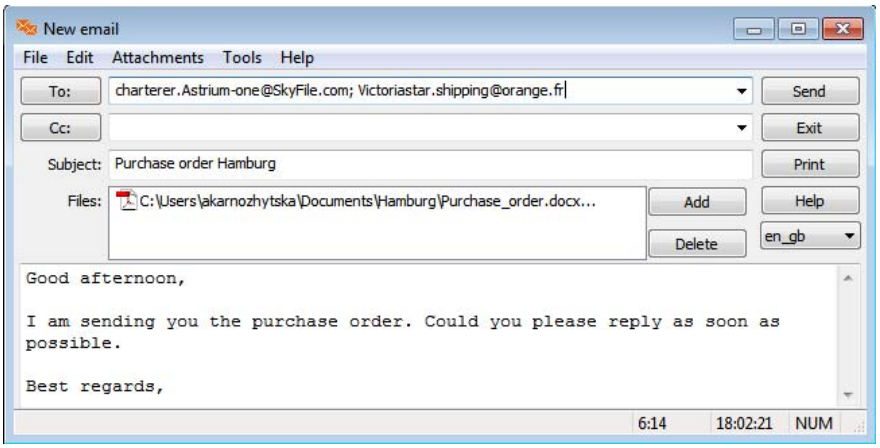
- Click on “TO:”
- Select the group you wish to send an email to. Click on “+”



The addresses, member of the group, are selected.



- Then click on “Apply”



"Import": If you want to provide several SkyFile Mail clients with the same address book content, you can create a text file with the following format:

Name, address

Name, SMS: number

Name, FAX: number

Or "name"; "address" (comma or semicolon, quotation marks allowed)

This file can be imported by pressing the "Import"-button.

- **"Use Windows address book":** If you use a Windows address book locally installed on your PC for e.g. MS Outlook or MS Outlook Express, you can easily use these entries for your SkyFile Mail address book by clicking this option "use Windows address book".

All email addresses, fax and SMS numbers will be accessible now.[5] You can even add new email addresses directly in your Windows address book.

Specialty for sub-accounts:

In case you have created sub-accounts, you may decide whether you wish to handle the entries in your address book privately or make these commonly available and visible for all sub-accounts.

[5] If the Outlook address book is not saved on the local PC but on the Outlook server within a network, this option will not work.

4.7 SEND / SAVE FILE ATTACHMENTS

- **Save File attachments** Depending on their type, attached files can be saved or immediately opened. The following safety levels are implemented.

- **Safe files** can be opened or saved (bmp, rtf, ini, gif, jpg, jpeg, tif, wav, pcx, log, pcm, dcf, mp3, mpg, mpeg). A warning is displayed for types such as doc, xls and ppt, because they may contain scripts.

- **With HTML files** (.htm, .html) SkyFile client can receive HTML mails. They are displayed as an attachment which has to be opened in order to view it in an HTML browser like Internet Explorer, Firefox or others). SkyFile Mail contains an evolution which allows the server to create a plain-text alternative if an email contains HTML only. As a consequence:

    - It is then possible to search mail archives for the text
    - Quoting the original mail text in an answer is easily possible
    - Text is visible in the preview pane of SkyFile Mail before opening it

  By reducing .htm attachment to plain text, the mail volume is reduced significantly, typically to less than 1/3 of the original size, making SkyFile Mail more competitive in this case. If MS Outlook is used for sending, the volume is often reduced to 1/10 since Outlook creates a very inefficient HTML code.

  Unknown file types for which no application is registered can be optionally opened with the editor. Executable file types such as exe, com, scr have to be saved first; they cannot be started prior to detachment.

- **Send File attachments** to attach a file to a message click on the "**Add**" button in the text editor.

A folder (directory) window opens via which you choose the required file. Attach the selected file to the message by a double click. If you want to add another file, go back to "Add" again and insert the respective file as described.

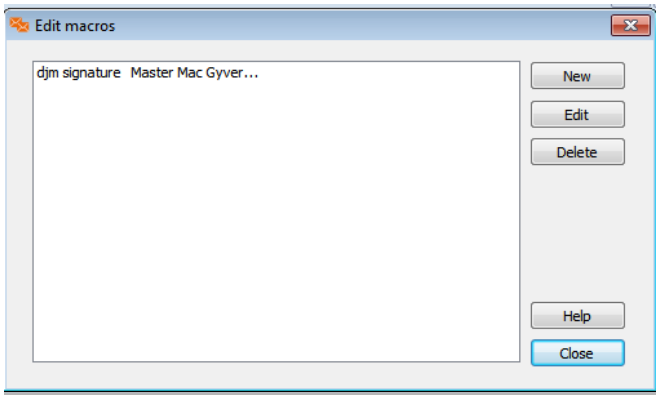
Another way to attach files: simply drag the respective files from e.g. the explorer and drop them on the SkyFile Mail “new email” window.

Please note that the size limit must be observed. Very large quantities of data can only be sent if the dialing settings permit this. The protected change of this function requires a password.

4.8 MACROS / SIGNATURE

- **Macros:** You will find this menu item in the “Tools” menu of a SkyFile Mail “New email” window.

Macros help you to save time and typing work. Frequently used phrases, such as "Dear Sirs," or your contact data can be assigned to an abbreviation such as "ds" or "address".



If you press "F2" or select "Tools" in the text editor, you will see the menu options "Edit macros ..." and "Expand macros". In case you have created a macro (e.g. "ds"), you can expand it by typing it in the text box and clicking on "Tools" - "Expand macros", or by pressing F2.

- **Signature:** A signature is a fix text string with e.g. your name, company name and telephone number, placed at the bottom of each email to identify you as sender of the email. The signature can be used by creating a macro called “std”. The macro “std” will automatically be entered as a standard default in each new email.

4.9 SENDING AND RECEIVING FAXES

4.9.1 Sending faxes

If you have installed SkyFile Mail's Efax driver (see chapter “installation”) you can transmit faxes to terrestrial fax machines from any application with the secure SkyFile Mail protocol. Afterwards you receive a confirmation of transmission by email. This method is a lot less expensive and more reliable than sending faxes directly from an Inmarsat terminal. To send a fax you first start the respective application (e.g. Word), and then open the document to be sent. In the File menu select "Printer setup" or "Print", and mark "SkyFile to SFAX:" or "SkyFile" as the right printer.

Select the "Print" command in the file menu again. A self-explanatory dialogue box appears, in which you can either type in the destination number or select it from the SkyFile Mail address book.

- **High resolution:** The normal/standard fax resolution is 196x98 dpi. High resolution is an option available in most (but not all) modern fax machines with 196x196 dpi. This will give a higher quality. In very few cases a fax machine might not be able to receive a high-resolution fax, so the fax must be resent in normal resolution.

- **Send full page (A4):** with this option OFF, the page is not filled up to the full paper length of an A4 sheet. This option saves cost and is no problem normally. “Send full page” adds automatically empty lines to the end of the fax to avoid potential problems with certain types of fax machines.

The fax is converted to a SkyFile Mail fax message, and will be sent during the next data transmission. The "Preview" button enables you to view the generated fax file on the screen; you will receive a confirmation of dispatch after the fax was successfully transferred.

Specialty for sub-accounts: If you have installed sub-accounts, the application will ask you for the respective sub-account from which this fax shall be sent.

4.9.2 Receiving faxes (fix-to-mobile)

If you wish to use Astrium Services’ fix-to-mobile “receive fax” option, please register with Customer Care. You will subsequently receive a French terrestrial fax number which will be linked with your SkyFile Mail account. Faxes sent with a fax machine to this number will be converted into an e-fax and can be received with the next message transfer.

Please note that once you have applied for the fax-option, you will pay for all fix–to-mobile faxes which are sent to your number.

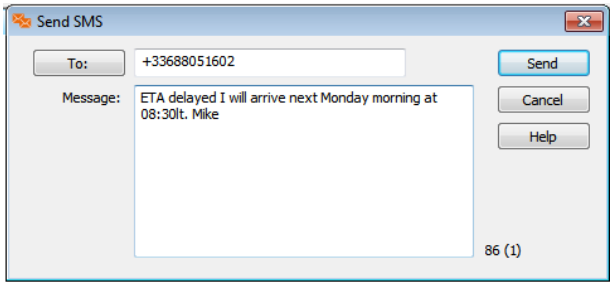
4.10 SENDING AND RECEIVING SHORT MESSAGES (SMS)

4.10.1 Sending short messages to a GSM mobile

From the message list you can send short messages to GSM mobiles.

Select "**Send SMS**" in the "Message" menu.

We recommend that you use the international format for the destination number, e.g. +447... (for a U.K. GSM number). By pressing “Send” the SMS will be stored in the outgoing mailbox to be delivered with the next data exchange. You will later receive a positive or negative delivery confirmation.[6]



4.10.2 Receiving short messages from a GSM mobile

The recipient of the SkyFile Mail SMS can easily answer by using the “Reply” function of his GSM mobile. The answer is then sent to the same number from where the SMS was received[7]. This is the SkyFile Mail SMS gateway number.

In order to initially send an SMS from a GSM mobile to a SkyFile Mail user, you have to enter “<SkyFile-username>: message-text” in the text and send it to the SMS gateway number; e.g. for an SMS to maria@SkyFile.com you need to send:

Maria: this is an SMS via SkyFile Mail

The SMS gateway number is usually +49 170 912 7629. It might be changed in the future in order to improve SMS functions. Please contact Customer Care in case you experience problems with this number.

4.10.3 Long SMS (SkyFile Mail Premium only):

SkyFile Mail Premium allows you to send longer SMS up to 1530 characters (10 segments).

For Unicode SMS a single SMS can contain 70 characters. For longer messages each segment can contain 67 Unicode characters. The total max length is 670 Unicode characters (10 segments).

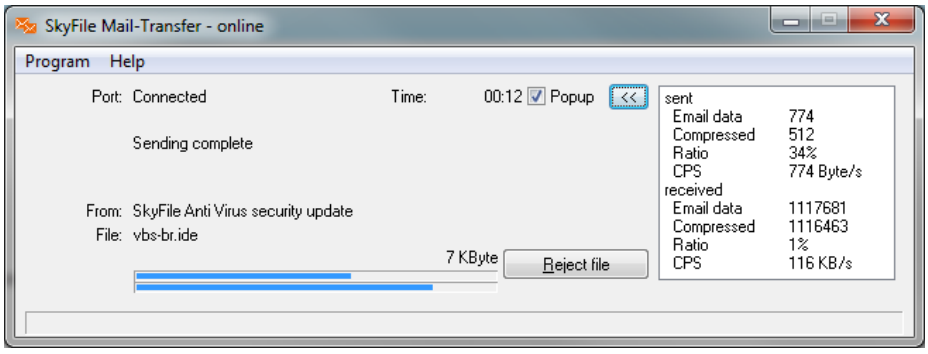
This is the case for Asian languages or French characters with accents.

[6] Please note that this confirmation only refers to successful transfer to the mobile network, not to actual receipt by the addressee.
[7] To use this service, your GSM provider has to have an agreement with T-Mobile.

4.11 DATA EXCHANGE AND PROTOCOL MENU

- **Data transmission via Inmarsat** An email, fax or short message which has not been transmitted via satellite yet, appears marked in red in the message list. For an immediate "manual" data exchange, click on the "**Dial now**" button in the message list. If you have decided to use time-controlled automatic dialing, all messages which are marked in red in the message list will be automatically dispatched at the intervals defined by you.

- **Messages are received and sent simultaneously**. To check whether you received any new messages, a data exchange has to be carried out. All messages will be compressed automatically by the SkyFile Mail system. The compression rate depends on the type of file, for TXT or Word-files compression rates amount up to 90%. So you do not necessarily have to compress attachments in advance.

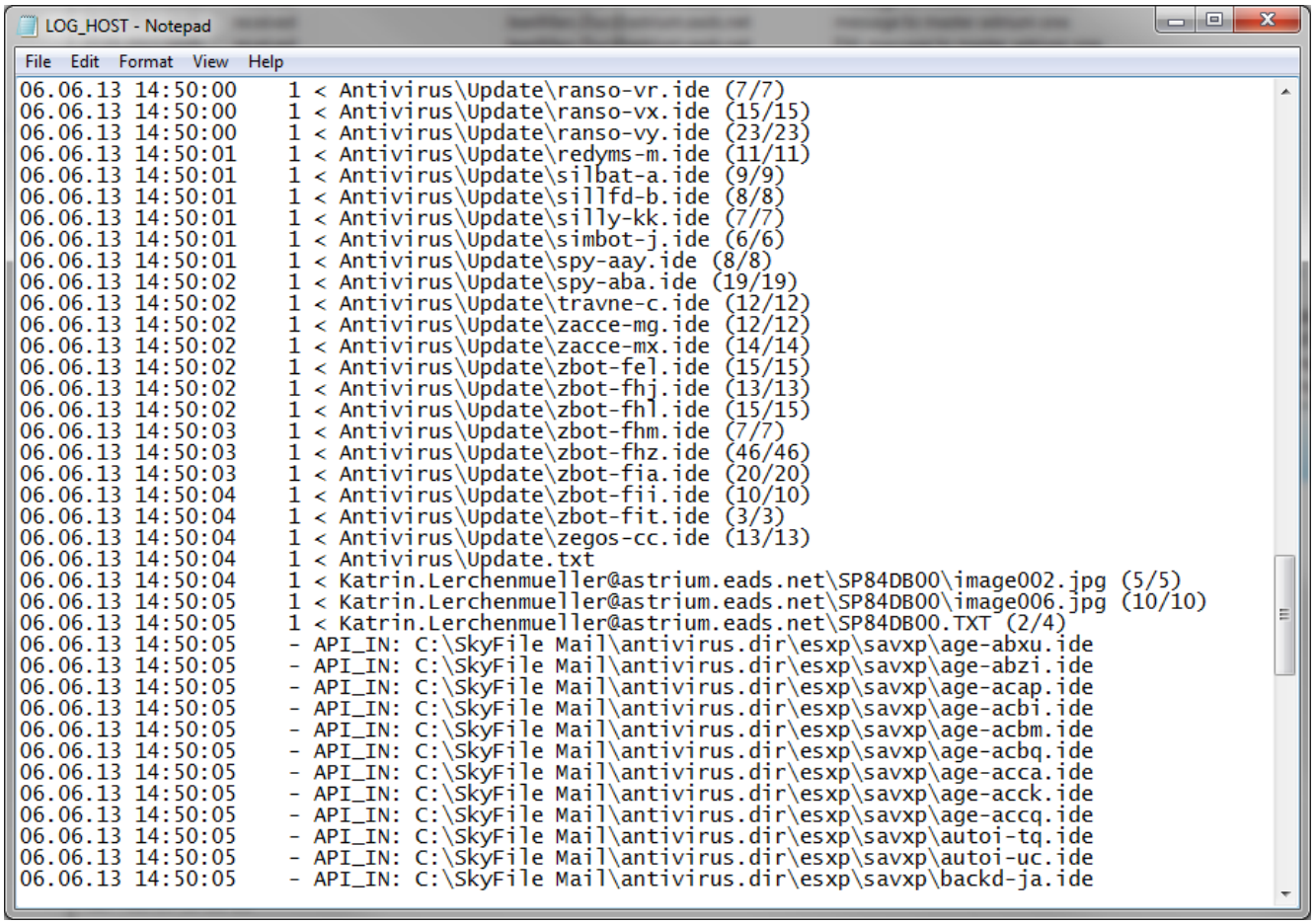


During transmission of a large attachment, you can see the file name in the host window. If you feel that the transmitted file is an unwanted one, click on the "Reject file"-button. This stops the transmission of the attachment and the respective file is deleted at the gateway. A re-transmission is not attempted. However, all other attached files and the text of the email will be received.

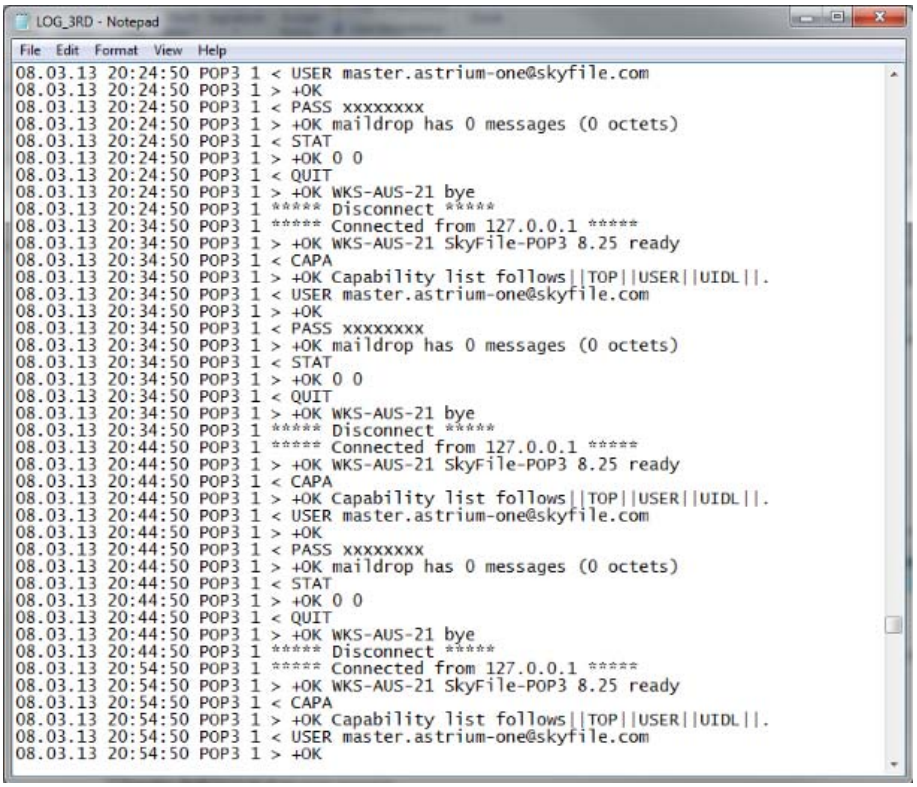
If the connection drops down within a data-exchange, SkyFile Mail will continue the transmission of the messages at the point of interruption to save online-times.

- **Protocol (log) function.** In the "File" menu you can constantly check (“Logs” ➔ “View logs”) your connections made, which files were exchanged, rough duration of transmission, and whether any problems occurred during transmission. The protocol data can be deleted any time ("Logs" ➔ "Delete logs…").

- **View logs of alternate email program** (SkyFile Mail Premium only)


LOG_HOST - Notepad
File Edit Format View Help
06.06.13 14:50:00 1 < Antivirus\Update\ranso-vr.ide (7/7)
06.06.13 14:50:00 1 < Antivirus\Update\ranso-vx.ide (15/15)
06.06.13 14:50:00 1 < Antivirus\Update\ranso-vy.ide (23/23)
06.06.13 14:50:01 1 < Antivirus\Update\redyms-m.ide (11/11)
06.06.13 14:50:01 1 < Antivirus\Update\silbat-a.ide (9/9)
06.06.13 14:50:01 1 < Antivirus\Update\sillfd-b.ide (8/8)
06.06.13 14:50:01 1 < Antivirus\Update\silly-kk.ide (7/7)
06.06.13 14:50:01 1 < Antivirus\Update\simbot-j.ide (6/6)
06.06.13 14:50:01 1 < Antivirus\Update\spy-aay.ide (8/8)
06.06.13 14:50:02 1 < Antivirus\Update\spy-aba.ide (19/19)
06.06.13 14:50:02 1 < Antivirus\Update\travne-c.ide (12/12)
06.06.13 14:50:02 1 < Antivirus\Update\zacce-mg.ide (12/12)
06.06.13 14:50:02 1 < Antivirus\Update\zacce-mx.ide (14/14)
06.06.13 14:50:02 1 < Antivirus\Update\zbot-fel.ide (15/15)
06.06.13 14:50:02 1 < Antivirus\Update\zbot-fhj.ide (13/13)
06.06.13 14:50:02 1 < Antivirus\Update\zbot-fhl.ide (15/15)
06.06.13 14:50:03 1 < Antivirus\Update\zbot-fhm.ide (7/7)
06.06.13 14:50:03 1 < Antivirus\Update\zbot-fhz.ide (46/46)
06.06.13 14:50:03 1 < Antivirus\Update\zbot-fia.ide (20/20)
06.06.13 14:50:04 1 < Antivirus\Update\zbot-fii.ide (10/10)
06.06.13 14:50:04 1 < Antivirus\Update\zbot-fit.ide (3/3)
06.06.13 14:50:04 1 < Antivirus\Update\zegos-cc.ide (13/13)
06.06.13 14:50:04 1 < Antivirus\Update.txt
06.06.13 14:50:04 1 < Katrin.Lerchenmueller@astrium.eads.net\SP84DB00\image002.jpg (5/5)
06.06.13 14:50:05 1 < Katrin.Lerchenmueller@astrium.eads.net\SP84DB00\image006.jpg (10/10)
06.06.13 14:50:05 1 < Katrin.Lerchenmueller@astrium.eads.net\SP84DB00.TXT (2/4)
06.06.13 14:50:05 - API_IN: C:\SkyFile Mail\antivirus.dir\esxp\savxp\age-abxu.ide
06.06.13 14:50:05 - API_IN: C:\SkyFile Mail\antivirus.dir\esxp\savxp\age-abzi.ide
06.06.13 14:50:05 - API_IN: C:\SkyFile Mail\antivirus.dir\esxp\savxp\age-acap.ide
06.06.13 14:50:05 - API_IN: C:\SkyFile Mail\antivirus.dir\esxp\savxp\age-acbi.ide
06.06.13 14:50:05 - API_IN: C:\SkyFile Mail\antivirus.dir\esxp\savxp\age-acbm.ide
06.06.13 14:50:05 - API_IN: C:\SkyFile Mail\antivirus.dir\esxp\savxp\age-acbq.ide
06.06.13 14:50:05 - API_IN: C:\SkyFile Mail\antivirus.dir\esxp\savxp\age-acca.ide
06.06.13 14:50:05 - API_IN: C:\SkyFile Mail\antivirus.dir\esxp\savxp\age-acck.ide
06.06.13 14:50:05 - API_IN: C:\SkyFile Mail\antivirus.dir\esxp\savxp\age-accq.ide
06.06.13 14:50:05 - API_IN: C:\SkyFile Mail\antivirus.dir\esxp\savxp\autoi-tq.ide
06.06.13 14:50:05 - API_IN: C:\SkyFile Mail\antivirus.dir\esxp\savxp\autoi-uc.ide
06.06.13 14:50:05 - API_IN: C:\SkyFile Mail\antivirus.dir\esxp\savxp\backd-ja.ide

SkyFile Mail v8.25 Premium allows customers to use an alternate email program like Microsoft Outlook or Outlook Express. This menu gives you access to these specific logs:



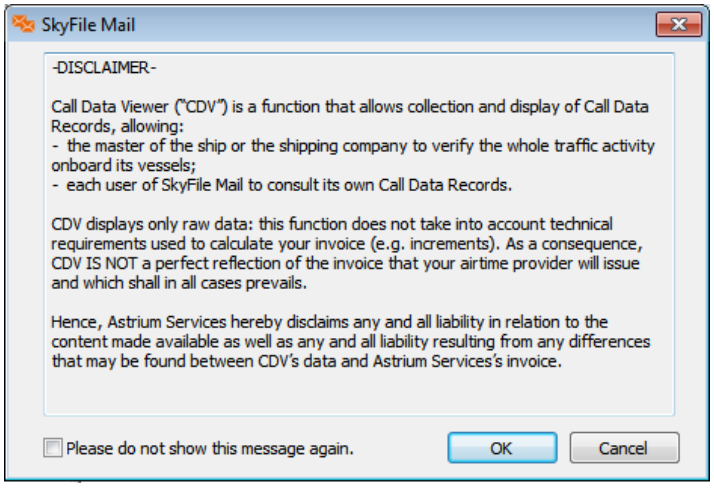
4.12 CALL DETAIL VIEWER (SkyFile® Mail Premium only)

If you are a SkyFile Mail Premium user, you have access to the Call Detail Viewer

How to access the menu

Go to “File” ➔ “Call Detail Viewer”

Please read the Disclaimer carefully



The Call Detail Viewer provides you with a clearer and more understandable way to consult your call logs.

An export function allows you to export these files in CSV format.

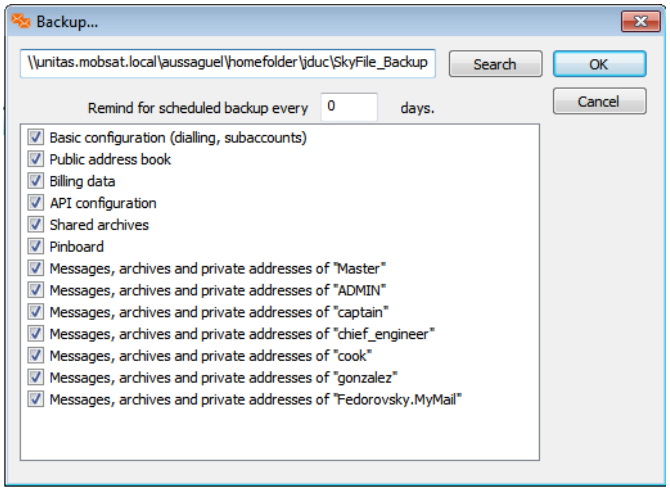
4.12 BACKUP / RESTORE

A crash of the PC could destroy all valuable data on your PC. In order to avoid losing any important SkyFile Mail data, the backup-restore function enables you to save all messages, archives, address-book data, API-setup as well as sub-account configuration data in a backup-directory and then restore it easily if needed. You will find the backup and restore functions in the main menu under the topic "Extras".

- **Backup**
  Please select a directory where the data shall be stored to. To increase security, Astrium Services recommends selecting another partition, hard drive or even through the network another PC. Then you could specify for which kind of data a backup shall be created.

If you want to automate the backup function, please enter a number of days in the field “Remind for scheduled back every … days”.

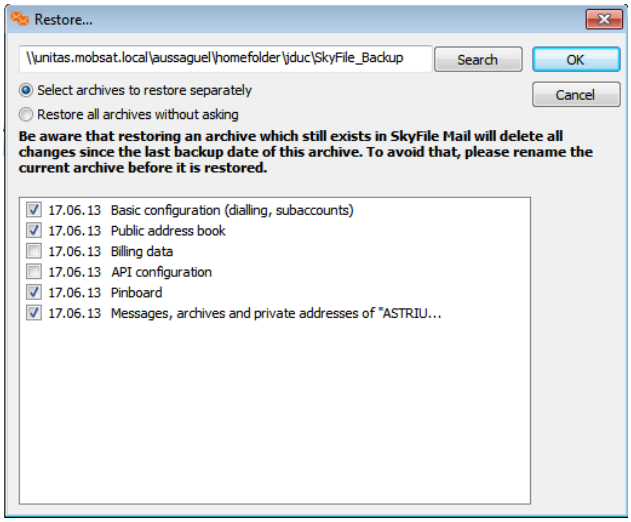
An automatic backup will be generated accordingly.



- **Specialty for sub-accounts** The full backup of all configuration data is only possible if you are logged in as master sub-account. Else backup is only possible for the sub-account-archives.

- **Restore**
  To restore archives or configuration data please select the directory where the backup has been stored to. If the directory is valid, you will see all the backup-data with the respective

date when the backup has been made. Please select the data you want to restore and press OK. In case sub-accounts with several archives shall be restored, you will be asked for each archive separately.


Restore...
\\unitas.mobsat.local\aussaguel\homefolder\jduc\SkyFile_Backup
Search
OK
Cancel
Select archives to restore separately
Restore all archives without asking
Be aware that restoring an archive which still exists in SkyFile Mail will delete all changes since the last backup date of this archive. To avoid that, please rename the current archive before it is restored.
17.06.13 Basic configuration (dialling, subaccounts)
17.06.13 Public address book
17.06.13 Billing data
17.06.13 API configuration
17.06.13 Pinboard
17.06.13 Messages, archives and private addresses of "ASTRIU...

Please be aware that restoring data always will overwrite the current data. E.g., if you create new sub-accounts or get new messages after you have performed the last backup, a restore will delete them.

4.13 OUT OF THE OFFICE MESSAGE (SkyFile Mail v7.5 and higher)

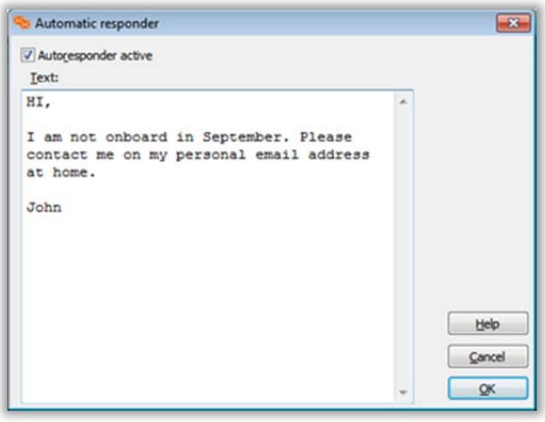
SkyFile Mail users have the possibility to activate an auto-reply message from the SkyFile Mail client software (this option is available in SkyFile Mail v7.5 and higher). The text should be entered in a text box. It is limited to about 200 characters.

In order to avoid mail loops, SkyFile Mail client will memorize the last few addresses where auto replies have been sent to so that no more replies will be created for repeated mail from the same sender.

Every time a sub-account is opened in SkyFile Mail, a reminder is displayed that auto- reply is active for this sub account.

To activate the auto-reply, please go to “configuration” “Out of office”.

The transmission of the auto-reply message is free of charge.

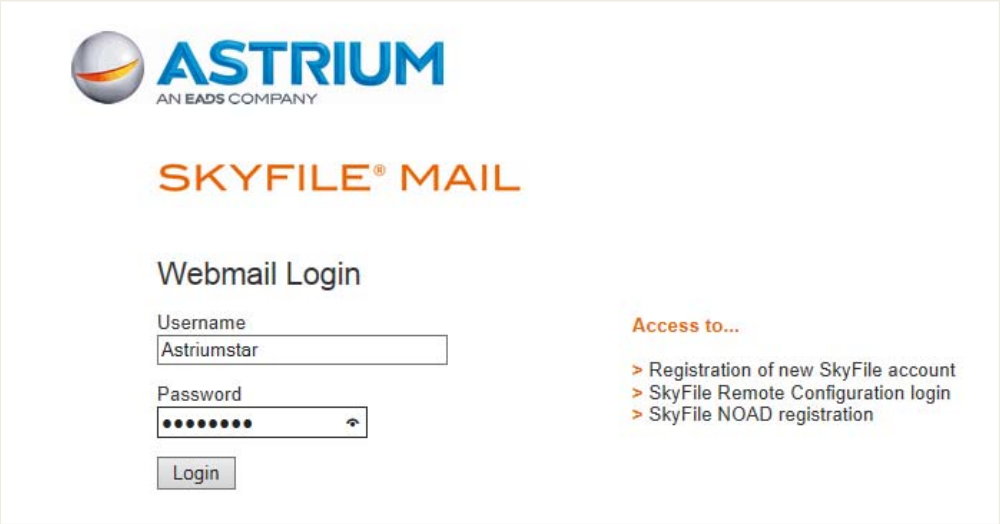


5. SERVICES ACCESSIBLE FROM THE SHORE

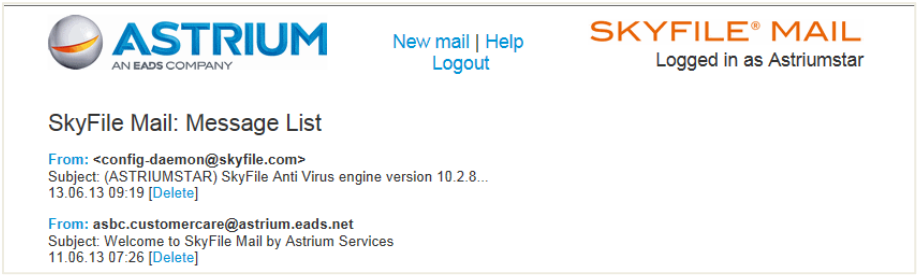
5.1 WEBMAIL INTERFACE

The SkyFile Mail webmail interface provides you with direct access to your SkyFile Mail mailbox via the Internet. This makes it very convenient to read, delete, answer or forward emails received in your mailbox which has not been transferred to the satellite communications terminal yet, as long as an Internet connection is available.

Important: The webmail is an option, to activate it please contact Astrium Services Customer Care.



To access your mailbox via webmail, please open your standard internet-browser with the URL "**https://webmail.skyfile.com/".** After entering the "Master username" and the "Master password" (same password you need to enter in the setup of the SkyFile Mail software), you will see the list of fix-to-mobile messages (which have not been sent yet) in your SkyFile Mail mailbox.



Since SkyFile Mail v7.5, all categories of sub-accounts (Corporate, Private & Prepaid) can use SkyFile webmail.

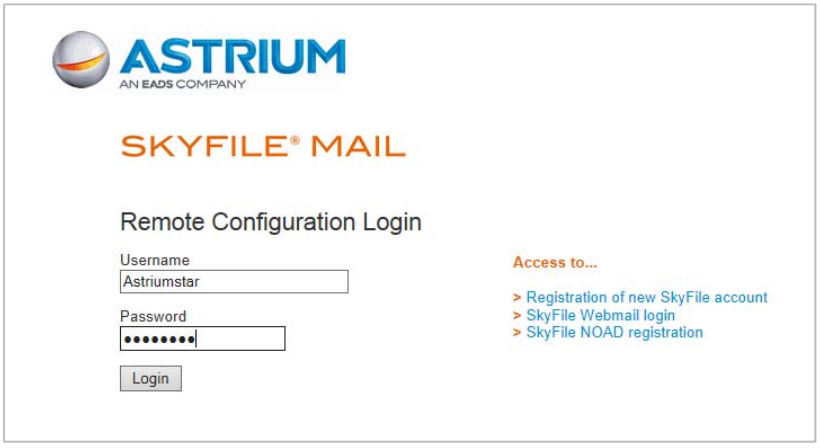
*To learn more about **SkyFile webmail**, contact Astrium Services Customer Care or consult Astrium Services website where a dedicated user guide is available.*

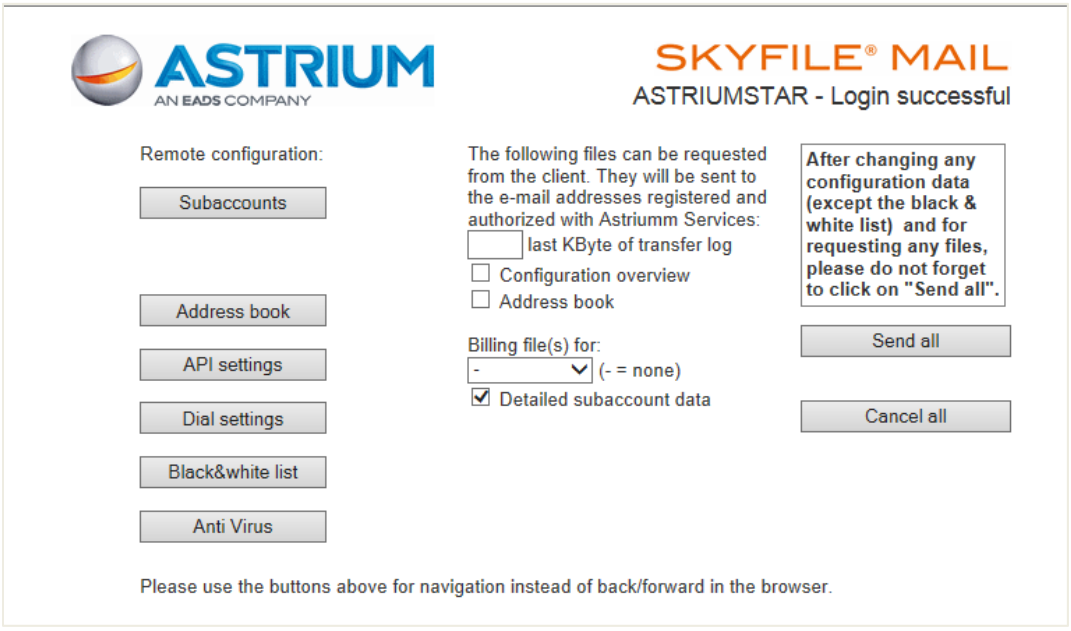
You will find Astrium Services Customer Care contacts at the end of this user manual.

5.2 SKYFILE REMOTE CONFIGURATION

The SkyFile Remote Configuration is a very powerful tool, which enables the IT-responsible in your company to configure and control the remote used SkyFile Mail client via the webpage "**https://webmail.skyfile.com/cfg.htm**".

The username and password are the same you need to enter in the client. To be able to use the remote configuration, please register with Astrium Services Customer Care. You will need to provide us the email address where requested client data (such as crew-billing files) should be sent to.




ASTRIUM
AN EADS COMPANY
SKYFILE® MAIL
ASTRIUMSTAR - Login successful
Remote configuration:
Subaccounts
Address book
API settings
Dial settings
Black&white list
Anti Virus
The following files can be requested from the client. They will be sent to the e-mail addresses registered and authorized with Astriumm Services:
last KByte of transfer log
Configuration overview
Address book
Billing file(s) for:
- (- = none)
Detailed subaccount data
After changing any configuration data (except the black & white list) and for requesting any files, please do not forget to click on "Send all".
Send all
Cancel all
Please use the buttons above for navigation instead of back/forward in the browser.

Four tasks can be done via SkyFile Remote Configuration:

- **Configuration of the client:** Create, change, delete sub-accounts, change crew-billing rates, limitations, add/replace the address-book, set the API-rules and set the dial-settings. These configurations will be gathered in a job-file and send to the SkyFile Mail client. Once received, the master sub-account user needs to agree to the configuration to let them apply.

- **Configuration of the black & white list:** As the black & white list is stored directly on the server, no job-file is created. The changes are applied immediately.

- **Requesting client-data:** transfer-log, actual client-configuration, address book and the crew-billing files can be requested. Once the master sub-account user has agreed, the requested data are gathered in an email which will be sent with the next dial-in to the pre-registered email address.

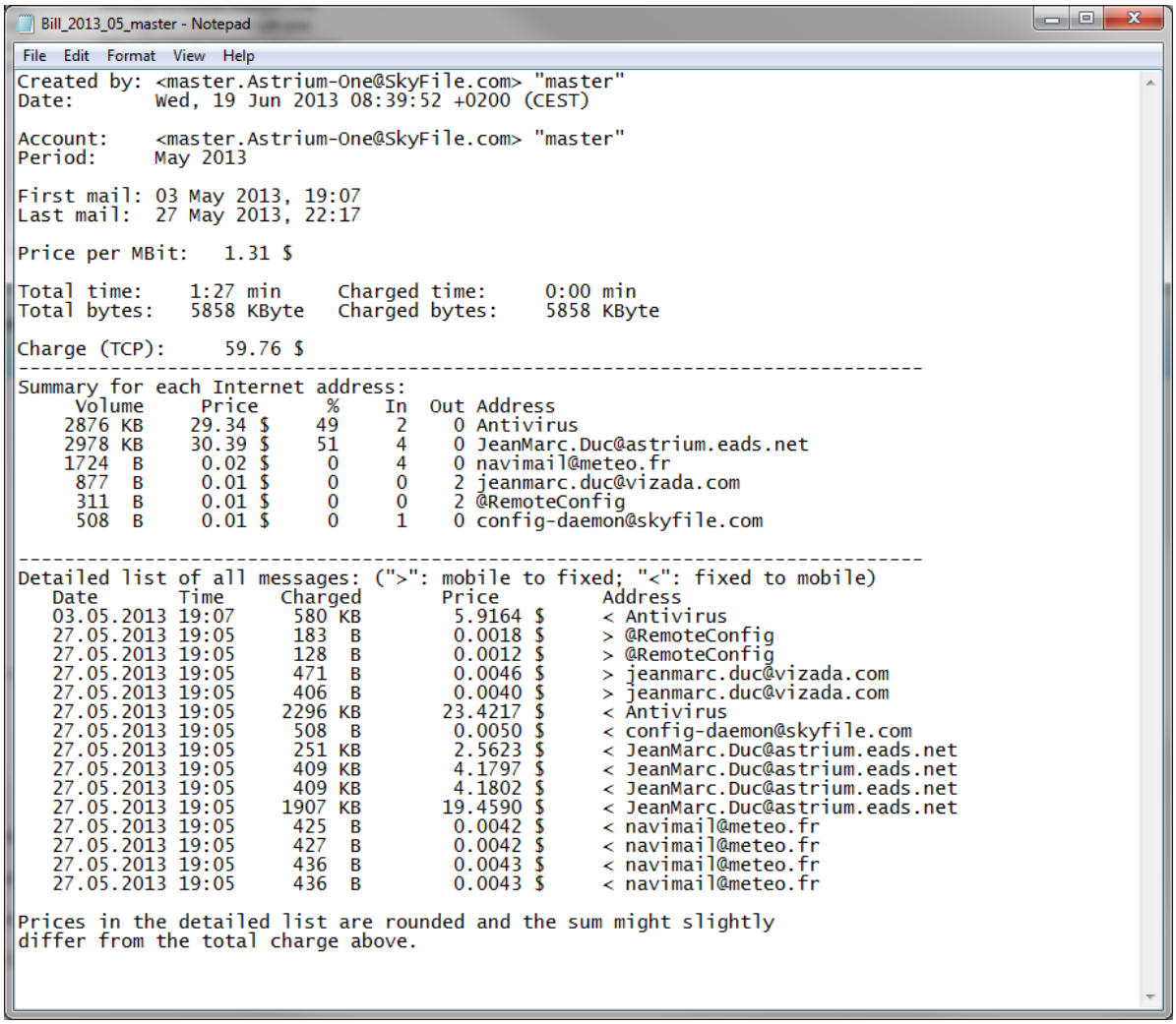
- **SkyFile Anti-Virus:** if this option is activated by Astrium Services Customer Care, SkyFile Remote Configuration gives you access to the latest version of the anti-virus engine and to the daily anti-virus updates.

*To learn more about **SkyFile Remote Configuration**, please contact Astrium Services Customer Care or consult Astrium Services website where a dedicated user guide is available.*

You will find Astrium Services Customer Care contacts at the end of this user manual.

6. GENERAL SPLIT BILLING

In case you require a detailed monthly paper or electronic bill showing each single message (email, SMS, Fax, fix-to-mobile as well as mobile-to-fix) instead of the SkyFile Mail data call, please register for the “Split Billing” option via Customer Care. The split is done on the basis of the resources of each message which have been required for the respective data call. For this option, it is mandatory to register your Inmarsat data-IMN or Iridium/Thuraya MS-ISDN for this SkyFile Mail account through Astrium Services Customer Care.



Bill_2013_05_master - Notepad

File Edit Format View Help

```
Created by: <master.Astrium-One@SkyFile.com> "master"
Date:       Wed, 19 Jun 2013 08:39:52 +0200 (CEST)

Account:    <master.Astrium-One@SkyFile.com> "master"
Period:     May 2013

First mail: 03 May 2013, 19:07
Last mail:  27 May 2013, 22:17

Price per MBit:   1.31 $

Total time:    1:27 min     Charged time:     0:00 min
Total bytes:   5858 KByte   Charged bytes:    5858 KByte

Charge (TCP):     59.76 $
-------------------------------------------------------------------------------
Summary for each Internet address:
     Volume     Price      %    In  Out Address
    2876 KB    29.34 $    49     2    0 Antivirus
    2978 KB    30.39 $    51     4    0 JeanMarc.Duc@astrium.eads.net
    1724  B     0.02 $     0     4    0 navimail@meteo.fr
     877  B     0.01 $     0     0    2 jeanmarc.duc@vizada.com
     311  B     0.01 $     0     0    2 @RemoteConfig
     508  B     0.01 $     0     1    0 config-daemon@skyfile.com

-------------------------------------------------------------------------------
Detailed list of all messages: (">": mobile to fixed; "<": fixed to mobile)
   Date       Time     Charged       Price         Address
   03.05.2013 19:07     580 KB       5.9164 $     < Antivirus
   27.05.2013 19:05     183  B       0.0018 $     > @RemoteConfig
   27.05.2013 19:05     128  B       0.0012 $     > @RemoteConfig
   27.05.2013 19:05     471  B       0.0046 $     > jeanmarc.duc@vizada.com
   27.05.2013 19:05     406  B       0.0040 $     > jeanmarc.duc@vizada.com
   27.05.2013 19:05    2296 KB      23.4217 $     < Antivirus
   27.05.2013 19:05     508  B       0.0050 $     < config-daemon@skyfile.com
   27.05.2013 19:05     251 KB       2.5623 $     < JeanMarc.Duc@astrium.eads.net
   27.05.2013 19:05     409 KB       4.1797 $     < JeanMarc.Duc@astrium.eads.net
   27.05.2013 19:05     409 KB       4.1802 $     < JeanMarc.Duc@astrium.eads.net
   27.05.2013 19:05    1907 KB      19.4590 $     < JeanMarc.Duc@astrium.eads.net
   27.05.2013 19:05     425  B       0.0042 $     < navimail@meteo.fr
   27.05.2013 19:05     427  B       0.0042 $     < navimail@meteo.fr
   27.05.2013 19:05     436  B       0.0043 $     < navimail@meteo.fr
   27.05.2013 19:05     436  B       0.0043 $     < navimail@meteo.fr

Prices in the detailed list are rounded and the sum might slightly
differ from the total charge above.
```

If the SkyFile Mail Client is in Least Cost Router (LCR) mode, the appropriate price is used depending on the mode selected by the LCR calculation. The mode is displayed in the detailed bill.

If the LCR decides to change the connection type, the mail collection is done again to respect the changed prices for limits.

Note: This option is not available for MPDS.

The general split billing option mentioned here only affects the monthly generated bill from Astrium Services and is completely irrespective of the creation and availability of sub-accounts. For information about the onboard-bill, please see next chapter.

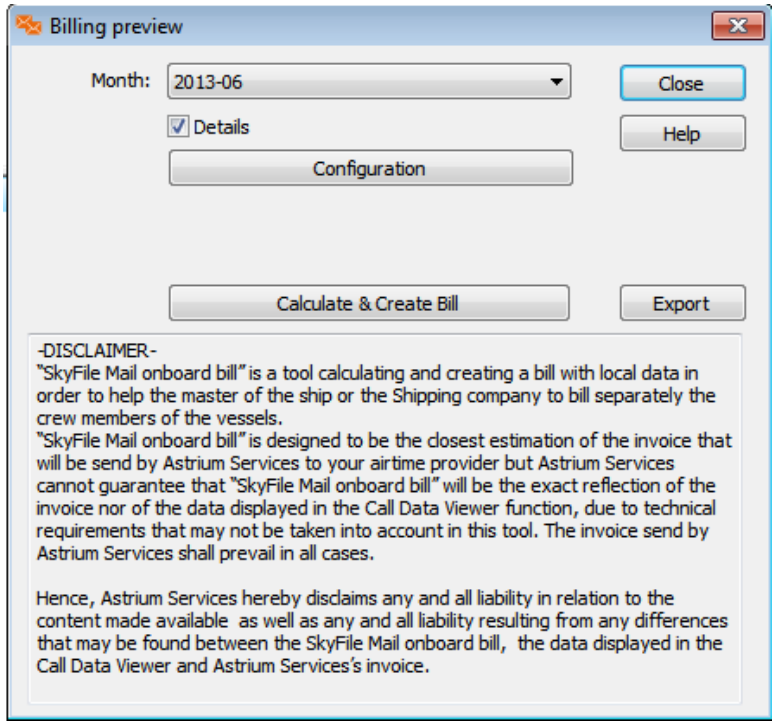
Please note: Choosing the split billing option will not affect the amount of your monthly bill (apart from minor rounding differences[8]). It simply provides you with a detailed overview of all messages transferred.

This detailed list will be very helpful for anyone who has to split the communication costs between several parties (e.g. ship-owner, charterer, crew, private...).

HOW TO ACCESS TO THE BILLING MENU

The billing menu is accessible under “File”➔ “Billing”

The menu is protected. Access requires to enter the root-account credentials.

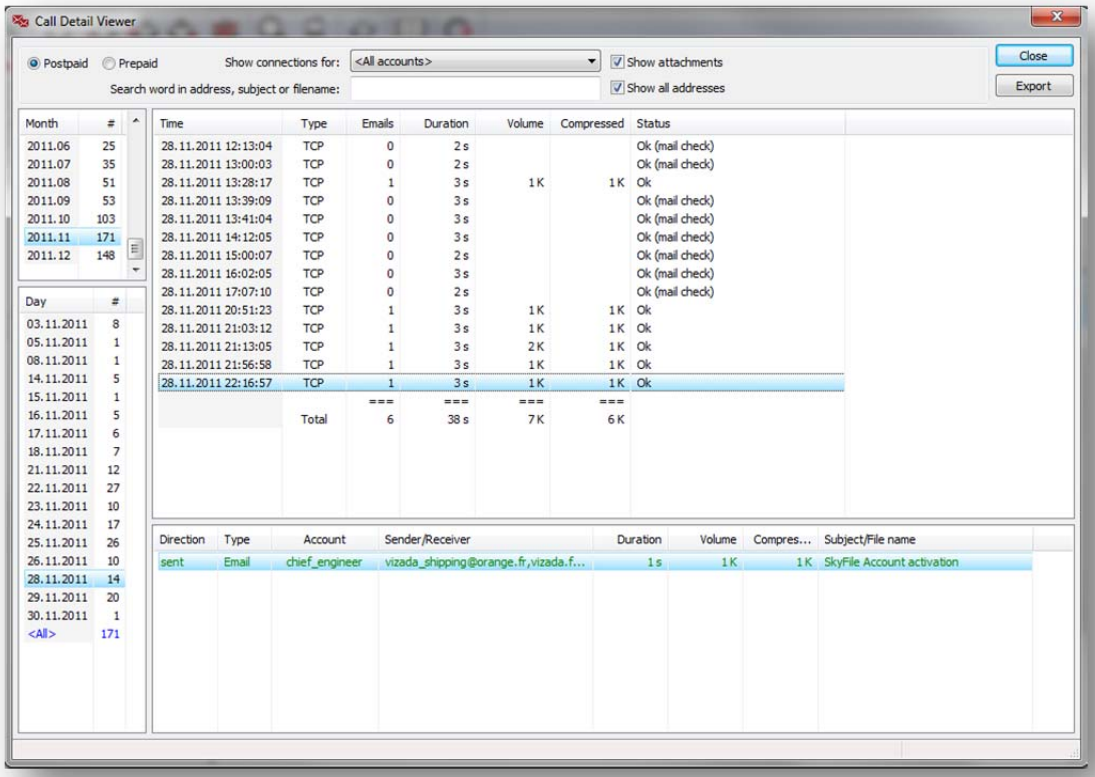

Billing preview
Month:
2013-06
Close
Details
Help
Configuration
Calculate & Create Bill
Export
-DISCLAIMER-
"SkyFile Mail onboard bill" is a tool calculating and creating a bill with local data in order to help the master of the ship or the Shipping company to bill separately the crew members of the vessels.
"SkyFile Mail onboard bill" is designed to be the closest estimation of the invoice that will be send by Astrium Services to your airtime provider but Astrium Services cannot guarantee that "SkyFile Mail onboard bill" will be the exact reflection of the invoice nor of the data displayed in the Call Data Viewer function, due to technical requirements that may not be taken into account in this tool. The invoice send by Astrium Services shall prevail in all cases.
Hence, Astrium Services hereby disclaims any and all liability in relation to the content made available as well as any and all liability resulting from any differences that may be found between the SkyFile Mail onboard bill, the data displayed in the Call Data Viewer and Astrium Services's invoice.

Please read the disclaimer before continuing

Here you can calculate and create bills for all accounts or specific ones.

You can also export them into CSV files

[8] Please note that each message will be rounded at least to 1 sec. and you'll be charged for this duration.

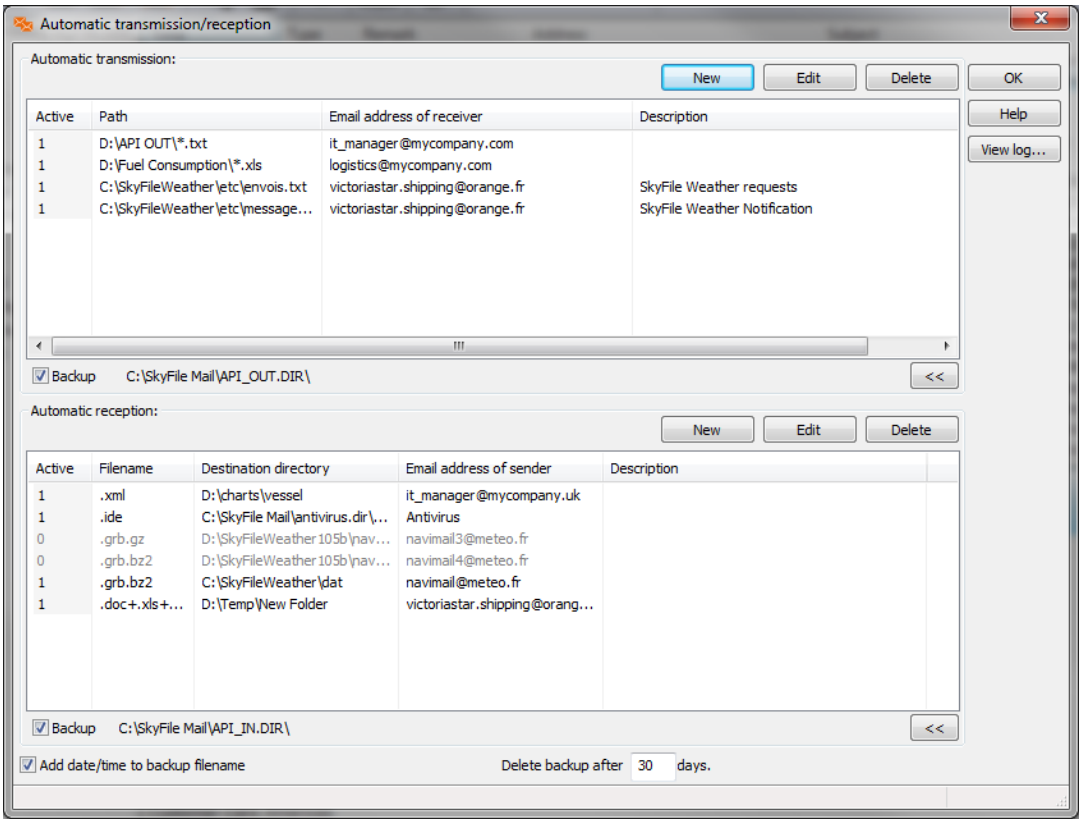

Call Detail Viewer
Postpaid
Prepaid
Show connections for:
<All accounts>
Show attachments
Search word in address, subject or filename:
Show all addresses
Close
Export
Month
#
2011.06 25
2011.07 35
2011.08 51
2011.09 53
2011.10 103
2011.11 171
2011.12 148
Day
#
03.11.2011 8
05.11.2011 1
08.11.2011 1
14.11.2011 5
15.11.2011 1
16.11.2011 5
17.11.2011 6
18.11.2011 7
21.11.2011 12
22.11.2011 27
23.11.2011 10
24.11.2011 17
25.11.2011 26
26.11.2011 10
28.11.2011 14
29.11.2011 20
30.11.2011 1
<All> 171
Time
Type
Emails
Duration
Volume
Compressed
Status
28.11.2011 12:13:04 TCP 0 2 s Ok (mail check)
28.11.2011 13:00:03 TCP 0 2 s Ok (mail check)
28.11.2011 13:28:17 TCP 1 3 s 1 K 1 K Ok
28.11.2011 13:39:09 TCP 0 3 s Ok (mail check)
28.11.2011 13:41:04 TCP 0 3 s Ok (mail check)
28.11.2011 14:12:05 TCP 0 3 s Ok (mail check)
28.11.2011 15:00:07 TCP 0 2 s Ok (mail check)
28.11.2011 16:02:05 TCP 0 3 s Ok (mail check)
28.11.2011 17:07:10 TCP 0 2 s Ok (mail check)
28.11.2011 20:51:23 TCP 1 3 s 1 K 1 K Ok
28.11.2011 21:03:12 TCP 1 3 s 1 K 1 K Ok
28.11.2011 21:13:05 TCP 1 3 s 2 K 1 K Ok
28.11.2011 21:56:58 TCP 1 3 s 1 K 1 K Ok
28.11.2011 22:16:57 TCP 1 3 s 1 K 1 K Ok
=== === === ===
Total 6 38 s 7 K 6 K
Direction
Type
Account
Sender/Receiver
Duration
Volume
Compres...
Subject/File name
sent Email chief_engineer vizada_shipping@orange.fr,vizada.f... 1 s 1 K 1 K SkyFile Account activation

7. API (APPLICATION PROGRAMMER INTERFACE)

7.1 API SERVICE DESCRIPTION

API makes it possible to manage data transfers of ship management systems via the optimized protocol of SkyFile Mail. Apart from standard Windows mechanisms MAPI and MailTo-interface (both only for mobile-to-fix transmissions), API allows you the bi-directional exchange of data files (fix-to-mobile and mobile-to-fix) via user-defined windows-directories.

You will access the API setup-window in the menu "Configuration" ➔ "API settings"



Thanks to the flexible time schedule module (see chapter "Entering the dial parameters"), the data transfer can be carried out fully automatically.

If you need to retrieve files sent and/or received, please select the “backup” option.

Your files will be then copied in a special folder created under SkyFile Mail main repertory, named: API_OUT.DIR and API_IN.DIR

7.2 SKYFILE MAIL COMPATIBILITY

Thanks to our close collaboration with the most important software-providers around the world, SkyFile Mail is 100% compatible with:

- **BassNet Replicator**

- **Chartco**

- **Danaos**

- **GeoEye Orbimage**

- **Port It**

- **Spectec**

*To learn more about **SkyFile Mail API** settings, please contact Astrium Services Customer Care or consult Astrium Services website where a dedicated user guide is available.*

You will find Astrium Services Customer Care contacts at the end of this user manual.

8. ALTERNATE EMAIL PROGRAM – SMTP/POP3

8.1 SMTP SERVER CONFIGURATION

SkyFile Mail v8 and higher provide an SMTP-module. The SkyFile transfer host includes an SMTP server which can be used by 3rd-party applications (like sensors, cameras etc.) to send files over SkyFile Mail to local or external addresses if corporate sub-accounts are configured. The configuration menu item "3rd-party applications" requires a log-in with the master credentials and shows these fields:

- **Enable SMTP for 3rd-party applications**: This option enables or disables the SMTP server. The default is ”Off”.
- **SMTP port number**: The typical port number is either 25 or 587. Please make sure that the configured port is not used by any other program on the same PC and that the SMTP client software is configured for the same port. Probably the configured port has to be allowed in the local firewall.
- **Allowed IP ranges:** Several ranges in the CIDR format (like 192.168.0.0/16) or single addresses (like 192.168.0.35) can be entered with spaces as delimiters. Do NOT enter any public IP range here otherwise your system may be abused as a spam/virus relay! The default ranges are: 192.168.0.0/16 127.0.0.0/8 169.254.0.0/24 172.16.0.0/12
- **Allowed IP ranges without authentication:** Some applications do not allow an authentication. In this case you can enter addresses or CIDR ranges as a subset of "Allowed IP ranges" from where no authentication is required. By default this field is empty.
- **Trace to log file:** If this option is enabled, the complete SMTP dialogue except the authentication credentials will be written to the transfer log file HOST_LOG.TXT. If it is disabled, only one line will be written for each email. Default is ”Off”; the option should only be enabled temporarily for diagnosing problems.

8.2 SMTP CLIENT CONFIGURATION

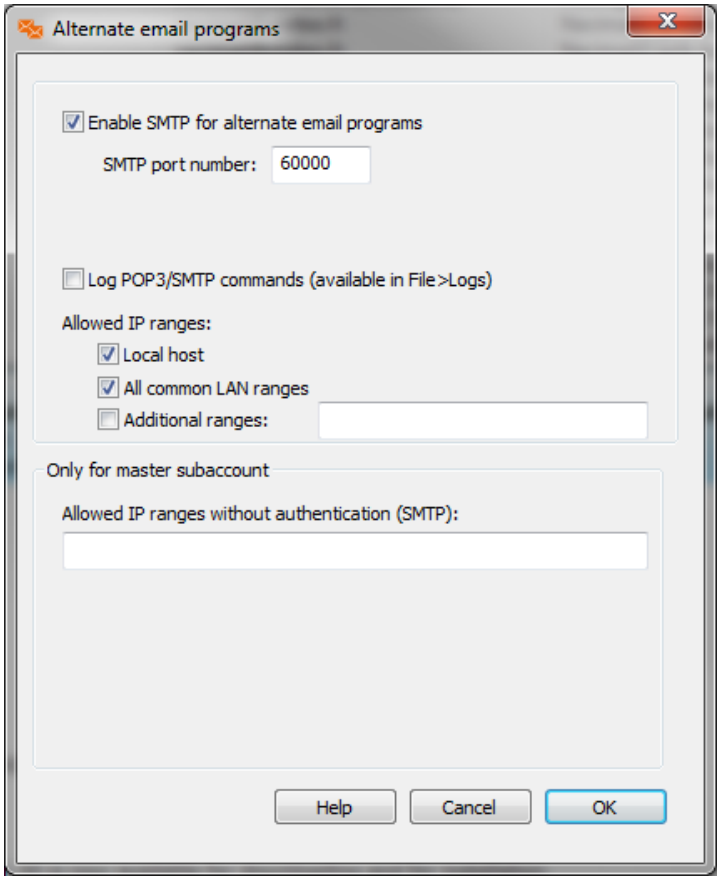
The SMTP settings in the sending application must be configured as follows, their names might slightly differ:

- **SMTP host name:** The computer name or local IP address of the SkyFile Mail PC.
- **SMTP port:** Same port as configured in SkyFile Mail, typically 25 or 587.

- **Authentication:** Enabled, "login" method (secured authentication off), user name and password as configured in a corporate sub-account of SkyFile Mail.

- **Email address:** The full external address of the sub-account, e.g. master.titanic@skyfile.com. Note that the sub-account must be the same as the one used in the authentication setting.

- **HTML formatting** (if available): ”Off”, use plain text instead.



8.3 SMTP AND POP3 (WITH SKYFILE MAIL PREMIUM ONLY)

SkyFile® Mail v8.25 offers the possibility to use an alternate applications such as Outlook, Outlook Express, Thunderbird to send and receive emails and SMS.

POP3/SMTP features are part of SkyFile Mail Premium offer. To know more about SkyFile Mail Premium, please contact your Key Account Manager or Astrium Services Customer Care.

*To learn more about **SkyFile Mail Premium**, please contact Astrium Services Customer Care or consult Astrium Services website where a dedicated user guide is available.*

9. ADDITIONAL FEATURES

- **Data size limit (fixed-to-mobile / optional):** To protect against unwanted emails with large attachments (and consequently time-consuming data transmissions), you can set an individual data size limit for attachments of incoming emails: 0,1 MB, 0,5 MB, 2 MB (standard configuration) or 10 MB. If larger attachments are sent to your address, you will only receive the address details and the pure text of the email to which you can reply. Please register for this service via Customer Care. It is possible to by-pass this limit with your white-list features.

- **Mailbox / Urgent notification (optional):** To inform mobile users about incoming messages in their terrestrial SkyFile Mail mailbox, SkyFile Mail can notify users via short notification, in case there is a new message in your previously empty mailbox. Alternatively or even additionally you can register for "urgent notification". Then a notification is sent in case the subject line contains the string "urgent". The notification can be sent to a GSM mobile (via SMS[9]), an Inmarsat C terminal or an Iridium handheld. This service is free-of-charge, apart from Inmarsat C (1 segment per notification). This feature saves you from expensive dial-ins into empty mailboxes. Please register for this service via Customer Care.

- **24hours NDN (24hours Non Delivery Notification)**

  In case a shore-to-ship message is not retrieved by the ship after 24hours of storage in the mailbox, a notification is sent back to the sender.

  No need to send the message again.

  Example:

  From: <MAILER-DAEMON@skyfile.com>

  To: astrium@shamrock.de

  Subject: Mail to Astrium Services not retrieved within 24 hours

  Date: Wed, 13 Jun 2011 09:54:03 +0200 (CEST)

  Mime-Version: 1.0

  X-Mailer: SkyFile-Gateway (V2.30)

[9] Your GSM provider has to have an agreement with T-Mobile.

Content-Type: text/plain; charset=iso-8859-1

Content-Transfer-Encoding: 8Bit

Auto-Submitted: auto-replied

The following mail was not retrieved by Astrium Services within 24 hours.

This is not an error message.

Your mail is still stored in the mailbox. Do not resend it!

To: master.astrium@skyfile.com

Subject: testmessage

Your date: Tue, 12 Jun 2011 09:09:07 +0200 (CEST)

To: crewmember.astrium@skyfile.com

Subject: testmessage 2

Your date: Tue, 12 Jun 2011 09:15:40 +0200 (CEST)

For more information regarding this message, visit http://www.vizada.com/skyfile-returnmail

- **Mailbox advanced notification to Inmarsat C (Optional):** An advanced notification has been introduced in September 2011.

  - A standard notification contains 2 words only (the name of the account and the word “mail”).
  - An advanced notification to Inmarsat C contains the following elements:
    - Line 1 = 20 stars
    - Line 2 = “new SkyFile email to: [email destination containing sub-account and root account name]
    - Line 3 = Sender: [email address of the sender]
    - Line 4 = Subject: [subject of the email]
    - Line 5 = attachments: [yes or no]
    - Line 6 = size: [total size of the email]
    - Line 7 = 20 stars

Real-world sample

****

new skyfile email to: master.arcachon-wave@skyfile.com

sender: astrium_shipping@orange.fr

subject: loading plan and travelling modifications

attachments: yes

size: 2145 bytes

- **Confirmation (fixed-to-mobile / optional):** If you choose this option, SkyFile Mail will inform the terrestrial sender of an email as soon his email with all the attachments has been fully transmitted to the receiver terminal. Please register for this service through Customer Care.

- **Subject keyword (fixed–to-mobile / optional):** To restrict the group of users who are authorized to send mails to your SkyFile Mail account and for SPAM prevention, you can apply for a subject keyword. In this case, emails addressed to your terminal are only forwarded to you, if the keyword is entered in the subject line. The subject keyword will not be delivered to the mobile SkyFile Mail user. Please note: The subject keyword differs from the master password which you received previously via Customer Care. Please register for the subject keyword via Customer Care.

  A configured subject keyword is not required if the terrestrial sender is white-listed in the black & white list (preceded by + or # in the list). The subject keyword is not required for prepaid sub-accounts since these are typically personal accounts.

- **Weekly Configuration Report (optional):** For a better management of SkyFile Mail accounts we have introduced the possibility for weekly captioning of completed and detailed configurations. This option is activated on demand. Please contact Astrium Services Customer Care.

  A file containing the account-details will be sent automatically to your Remote Configuration supervision email address each Friday.

  Information provided:

  a) SkyFile Mail account configuration on the SkyFile server

b) Sub-account description

c) Black & white list description

Font

The font menu is accessible from “configuration” menu.

The three font-type settings are:

- Fixed (default): This font for reading/writing messages is exactly the same as in previous SkyFile Mail versions.
- Proportional: A proportional font can be used for better readability of most emails.
- Automatic: If a mail does not contain more than two sequences of 3 spaces (i.e. it does not contain tables or similar elements which require a fixed font) then a proportional font is used, otherwise a fixed font.

In general, the "automatic" setting is preferred by many people because it increases readability significantly for most emails while keeping the correct fixed formatting for mails with tables and similar content.

There are also two more key functions in SkyFile Mail v7.5:

- F11 = switch to full screen or back (as in many other programs);
- F12 = switch fixed/proportional font, see above.

10. SKYFILE ANTI-VIRUS (V7.10 AND HIGHER)

10.1 SERVICE DESCRIPTION

The SkyFile Anti-Virus software protects your remote computer assets from potentially harmful viruses. Fully automatic anti-virus updates, notification and version verification ensure you keep your computers and Local Area Network safe even while at sea. It combats a wide range of threats such as viruses, Trojan horses and other **mal**icious soft**ware** (malware)

10.2 HOW DOES IT WORK?

- **SkyFile Anti-Virus must be used together with SkyFile Mail v7.10 (and higher)**
- Daily updates are automatically delivered by email via SkyFile Mail.

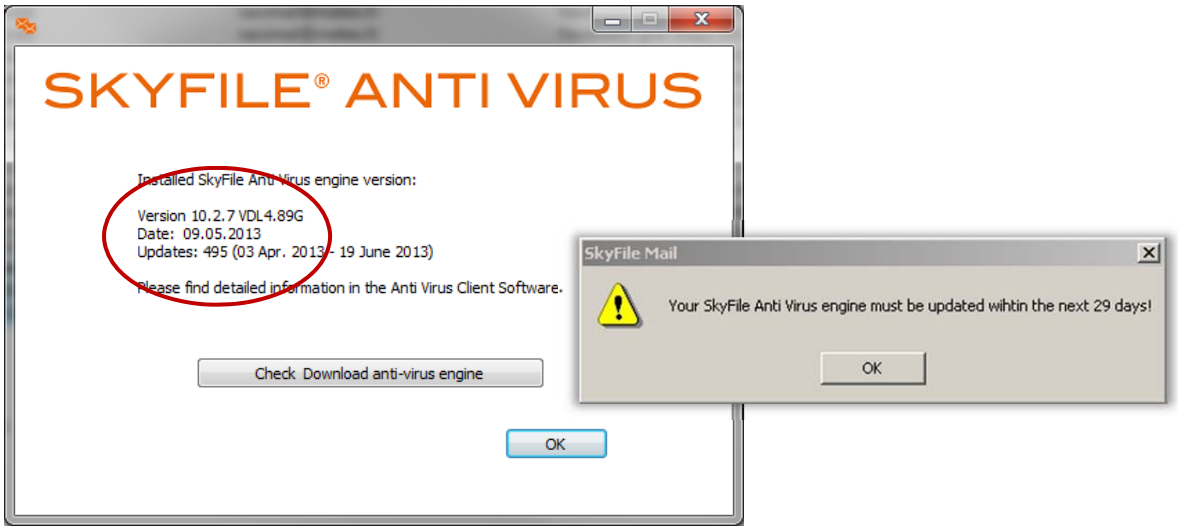
- Software updates are performed automatically for all registered PCs of your vessels network thanks to SkyFile Mail's Application Program Interface (API) Feature.

- Every month a new version of the software is stored in the Remote Configuration Tool. Subscribers are automatically notified to download the newest software version.

- The Remote Configuration Tool contains a second package where the most recent daily updates are stored. Engine + update package provide a full up-to-date anti- virus system.

10.3 HOW TO VERIFY YOUR SKYFILE ANTI-VIRUS VERSION?

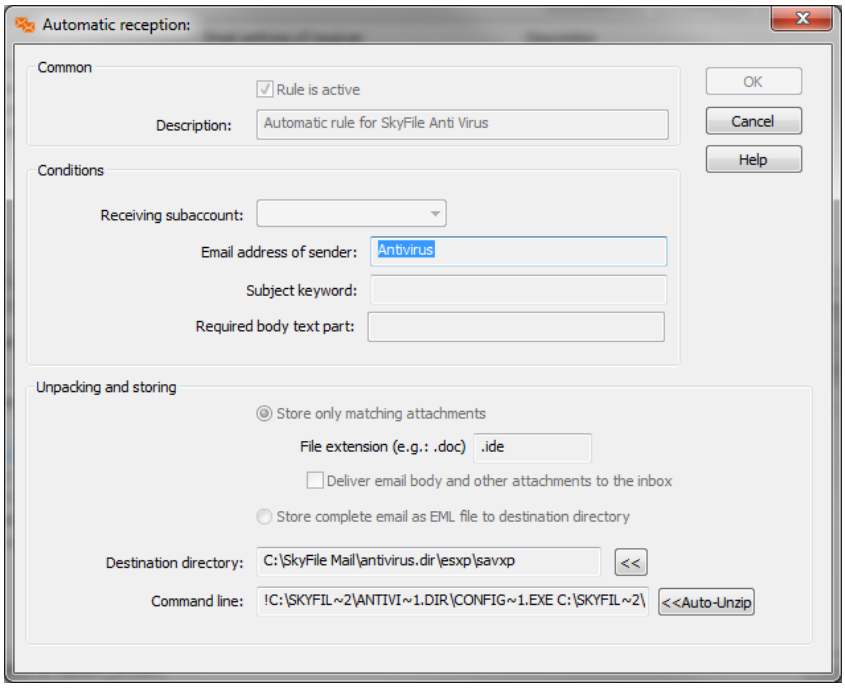
From the SkyFile Mail "Help" menu you can verify which version of SkyFile Anti-Virus is installed on your PC or Local Area Network. SkyFile Anti-Virus engine is **efficient** during a time-slot of **3 months maximum**. The date displayed in the SkyFile Mail Help menu indicates when the current version has been published. Please use it to calculate the validity of your current anti-virus engine.


SKYFILE® ANTI VIRUS
Installed SkyFile Anti Virus engine version:
Version 10.2.7 VDL4.89G
Date: 09.05.2013
Updates: 495 (03 Apr. 2013 - 19 June 2013)
Please find detailed information in the Anti Virus Client Software.
Check Download anti-virus engine
OK
SkyFile Mail
Your SkyFile Anti Virus engine must be updated wihtin the next 29 days!
OK

When the engine gets older, the master will get a popup window reminding him that he has to do an engine update. This happens after the engine gets **60 days and 75 days** old. In addition to the popup message for the master, a mail to the remote configuration address is sent with the same information.

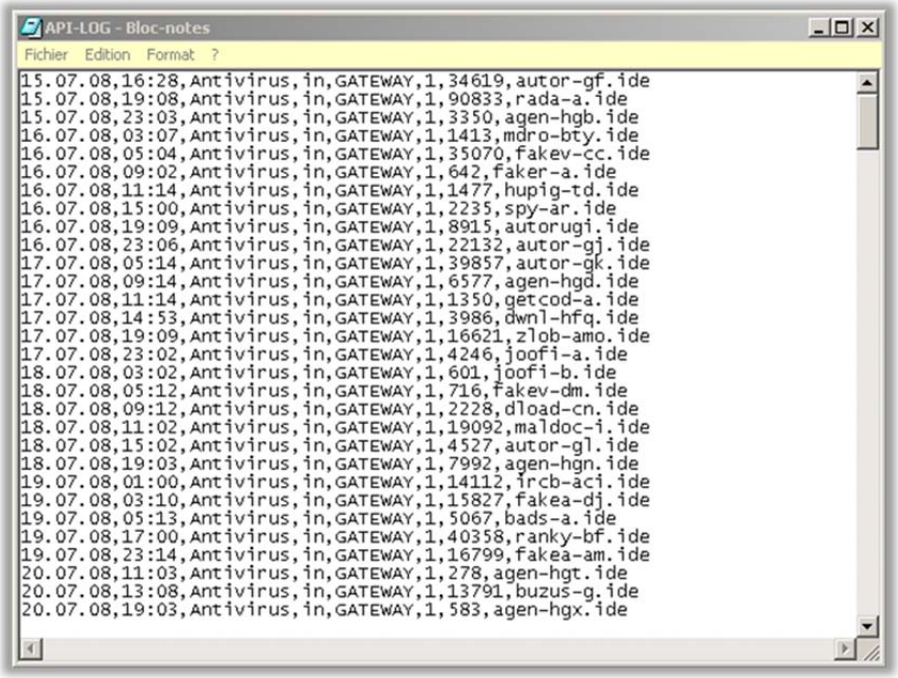
10.4 API CONFIGURATION

By default, a fix API is provided with SkyFile Mail v7.10 and higher. This API cannot be removed. It is used for SkyFile Anti-Virus update routing.



10.5 HOW TO RETRIEVE SKYFILE ANTI-VIRUS CALL LOGS?

You can access to SkyFile Anti-Virus call logs directly from “API settings” window and “**view log**”.



*To learn more about **SkyFile Anti-Virus**, please contact Astrium Services Customer Care or consult Astrium Services website where a dedicated user guide is available.*

You will find Astrium Services Customer Care contacts at the end of this user manual.

11. BLACK & WHITE LIST

11.1 BLACK & WHITE LIST FILTERING SYSTEM

To filter your fixed-to-mobile traffic according to your requirements, e.g. for SPAM protection, or to restrict the group of people, who are authorized to send emails to your terminal, you can create a black & white list. The black & white list will be defined separately for each SkyFile Mail account.

- **"Black" entries** define terrestrial email addresses or just email domains, which are restricted to send messages to the terminal.

- **"White" entries** define terrestrial email addresses or just email domains, which are allowed to send messages to the terminal. If a "White" entry exists, all other email addresses are automatically "black", e.g. restricted. Black and white entries/lists can also be mixed.

The administration can be done either **through the remote configuration web-page** (see respective chapter above) or via a control email for those cases where several accounts need to be administrated at the same time. Both need to be activated by Astrium Services Customer Care. For using the control email, please register one or two email addresses of persons who are allowed to administrate your black & white list. You will then receive a keyword to protect the black & white list administration against unauthorized use.

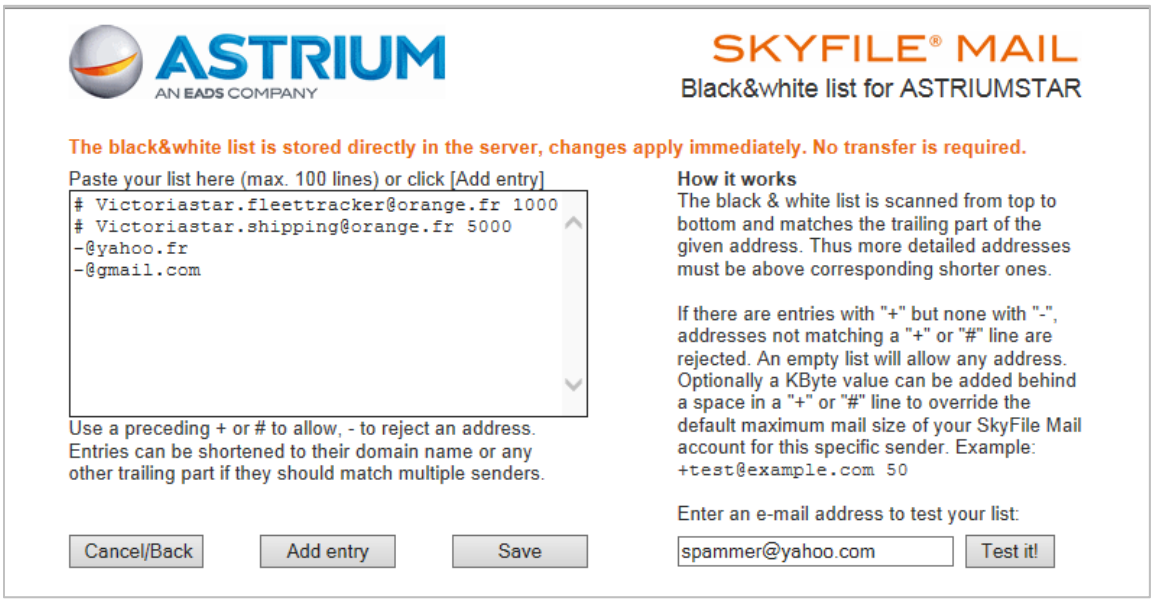
The following example is showing that:

- Victoriastar.fleettracker@orange.fr is authorized to send emails up to 1Mbytes

- Victoriastar.shipping@orange.fr is authorized to send emails up to 5Mbytes

- No emails coming from Yahoo are authorized

- No emails coming from Gmail are authorized


ASTRIUM
AN EADS COMPANY
SKYFILE® MAIL
Black&white list for ASTRIUMSTAR
The black&white list is stored directly in the server, changes apply immediately. No transfer is required.
Paste your list here (max. 100 lines) or click [Add entry]
Victoriastar.fleettracker@orange.fr 1000
Victoriastar.shipping@orange.fr 5000
-@yahoo.fr
-@gmail.com
Use a preceding + or # to allow, - to reject an address.
Entries can be shortened to their domain name or any other trailing part if they should match multiple senders.
How it works
The black & white list is scanned from top to bottom and matches the trailing part of the given address. Thus more detailed addresses must be above corresponding shorter ones.
If there are entries with "+" but none with "-", addresses not matching a "+" or "#" line are rejected. An empty list will allow any address. Optionally a KByte value can be added behind a space in a "+" or "#" line to override the default maximum mail size of your SkyFile Mail account for this specific sender. Example:
+test@example.com 50
Enter an e-mail address to test your list:
spammer@yahoo.com
Test it!
Cancel/Back
Add entry
Save

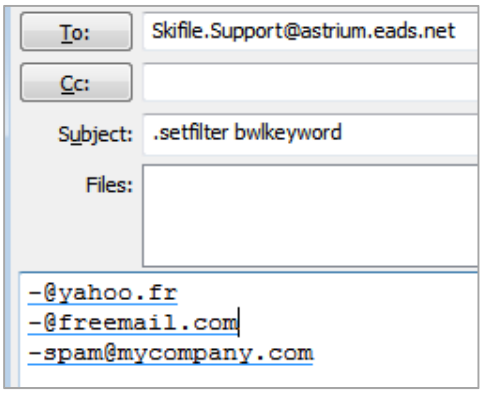
To create a black & white list for your SkyFile Mail account please send an email to your SkyFile Mail address with the key string ".setfilter" and the black & white list keyword in the subject. The email text has to contain the black & white-list as follows:

+ astrium_shipping@orange.fr **[White list entry]**

+ @charter.com **[White list allowing the whole domain]**

- spam@spamnet.com **[Black list entry]**

- If you just want to add black or white list entries, use the key string ".addfilter", the entries in the message text will then be added to your existing list.
- If you want to delete the whole black & white list, please enter only "erase" in the message text of your control email.
- To get a status of the black & white list, send an empty control email.



11.2 BLACK & WHITE LIST – SHORE-TO-SHIP MESSAGES FILTERING

Black & white list can be used to accept or refuse emails coming from certain email-addresses or domain-names. They can also be used to filter emails according to the volume transferred.

To allow an address, please add the + or # sign in front of the email address and to reject please place a – sign. Entries can be shortened to their domain-name or any other trailing part if they should match multiple senders. The black & white list is scanned from top to bottom and matches the trailing part of the given addresses.

If there are entries with "+" but none with "-", addresses not matching a "+" or "#" are rejected. An empty list will allow any address. In addition, a Kbyte value can be added behind a space in a "+" or "#" line to override the default maximum mail size of your SkyFile Mail account for this specific sender.

For instance:

SkyFile Mail account default maximum mail size = **1MB**

+logistics@mycompany.com	is allowed to send emails with volume max = 1MB
-spammer@service.com	is not allowed to send any emails
#it_manager@mycompany 2000	is allowed to send emails with volume max = 2MB

12. SUB-ACCOUNTS – ADMINISTRATION WINDOW

12.1 SUB-ACCOUNT DESCRIPTION

This feature is very helpful when you have a group of SkyFile Mail users on a single PC or in a local area network (LAN). While e.g. onboard a ship the standard email address simply is <shipname>@SkyFile.com, sub-accounts allow an additional name and a dot before this standard address, such as: **<subaccount>**. <shipname>@SkyFile.com.

This allows different persons or parties (e.g. charterer or crew-members) onboard having their own personal email addresses (e.g. charterer.vessel@SkyFile.com).

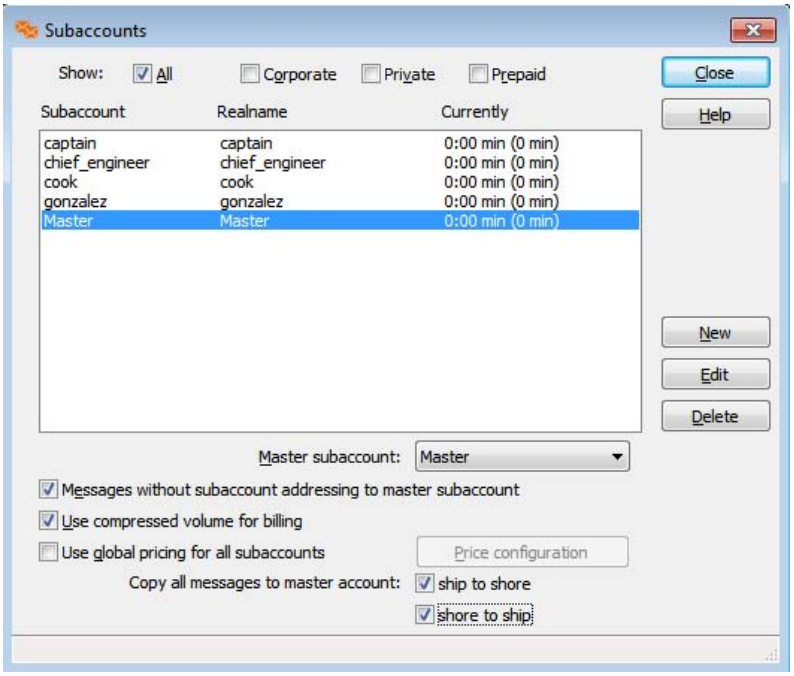
The administration of sub-accounts is handled via the menu "Configuration" "subaccounts…". Here you can create, edit and delete sub-accounts.

3 categories of sub-accounts are available:

- Corporate

- Private
- Prepaid & **MyMail**

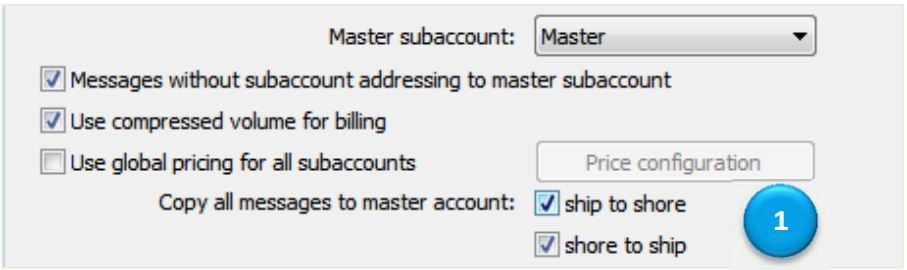
According to your own usage or needs, you can display “All” categories or only part of them. To display the sub-account category needed, please click on one or several box(es).



- **Send a copy of all messages to the master sub-account**: For control reasons a copy of all messages from and to corporate sub-accounts (see "Sub-accounts – creation 1") can be copied into the master sub-account message list. So the captain will be able to control all transferred emails onboard the vessel.

  It is now possible to select the mail-direction.

The master can be in copy of ship-to-shore and/or shore-to-ship emails. (**1**)

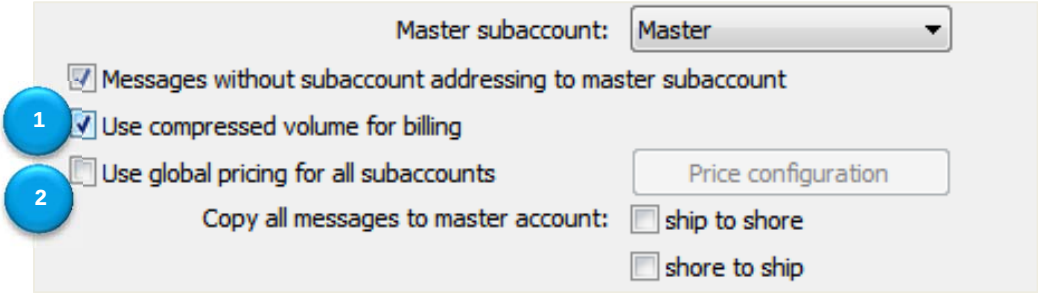


- **Message without sub-account addressing to master sub-account**: Once sub-accounts are created, messages without the sub-account addressing, e.g. "vessel@SkyFile.com" will still be received by the master sub-account if this option is selected.

- **Master sub-account**: Following the creation of sub-accounts, it is mandatory to select the “Master sub-account”. Some features are linked to the master sub-account, e.g. after sub-account creation, all current messages will be copied to this master sub-account. Only the responsible person for onboard communications, e.g. the captain, should be able to access this sub-account.

- **Use compressed volume for billing:** With SkyFile Mail v7.5 and higher the master can decide to bill the users on uncompressed volume. To activate this option un-select the option “use compressed volume for billing” (**1**)

- **Use global pricing for all sub-accounts:** With SkyFile Mail v7.5 and higher the price can be defined for all sub-accounts. If the option “Use global pricing for all sub accounts” is selected the same configuration will be applied to all sub accounts. (**2**)



12.2 SUB-ACCOUNTS – CREATION

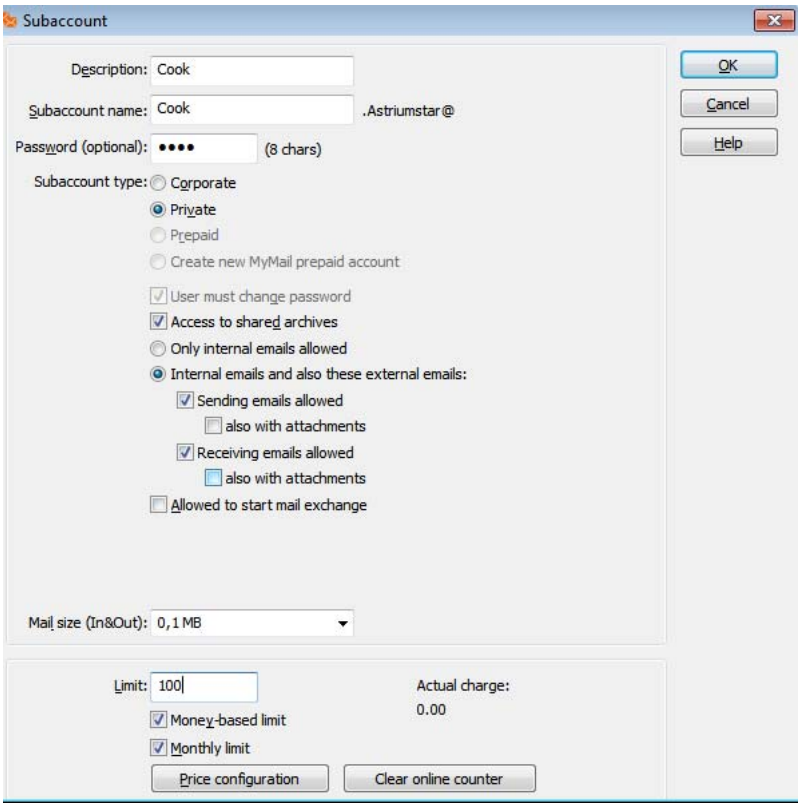
SkyFile Mail differentiates between 4 categories of sub-accounts:

- **Corporate**: Messages of these sub-accounts may be accessed by the captain (master sub-account); they are shown in the web mail interface.

- **Private**: These sub-accounts are fully private and cannot be accessed by the captain. With SkyFile Mail v7.5 and higher private sub-accounts are shown in the SkyFile webmail interface. Only the owner is able to check messages in his private sub-account. For crew/passenger emailing, please always define these sub-accounts as “private”.

- **Prepaid:** These sub-accounts are usable with a **Astrium Services Universal Card™.** In general the usage is dedicated to crew-members or passengers. Sub-accounts are fully private and protected by a mandatory password.

- **MyMail:** With SkyFile Mail v7.5 and higher the master has the possibility to create MyMail prepaid account. This mobile account is not linked to one specific SkyFile master-account anymore. The user is able to move to another vessel and can still use the same email address.



- **Description**: Name of the sub-account holder, such as "Josh Randall."

- **Sub-account name**: The part of the email address in front of the first dot, such as "RANDALL". The email-address will then be e.g. "randall@SkyFile.com".

- **Password (optional)**: If you define a password here, the user has to enter this sub-account password to access his private message list.

- **Private sub-account**: To create a "**private**" sub-account, please select this field, otherwise the sub-account will be "**corporate**". If you choose "private", the respective password has to be changed by the private user as soon as he enters his message list for the first time (indicated by "**User must change password**"). This ensures that the captain or the administrator is not able to access emails in private sub-accounts.

- **User must change password:** if selected the user will be invited to change his password at the first connection. This makes the subaccount fully private.

- **Access to shared archives**: Please deselect this option in case the sub-account may not access the shared archives e.g. for passenger sub-accounts. Billing based on message size: With this selection you can choose, whether this sub-account shall be billed duration-based (in minutes) or volume-based (in Kbytes). This selection only has an influence on the onboard-billing feature. The general monthly bill from Astrium Services will always be duration based.

- **Only internal emails allowed:** if this option is selected the user won't be able to send and receive any external emails. Only internal emails with and without attachment will be accepted.
  "Internal emails" means "emails within the local network on-board the ship".

- **Sending emails allowed:** the captain can here restrict the usage of this subaccount to incoming emails only. If the option is not selected, the user won't be able to send any emails. The usage can be restricted to emails only without attachment.

- **Receiving emails allowed:** the captain can here restrict the usage of this subaccount to outgoing emails only. If the option is not selected, the user won't be able to receive any emails. The usage can be restricted to emails only without attachment.

  If the reception of attachments is disallowed, the user will receive the body of the mail anyway. A short notice, delivered within an attachment, will inform the receiver that the original attachment has been removed because of the internal policy applied on-board the ship. Furthermore, the sender of the mail will be informed by a notification that the mail body has been delivered and the attachment filtered.

  Please consult the notifications in annex.

- **Allowed to start mail exchange**: This option selects whether a sub-account is allowed to initiate a dial-in (this is usually done by the master sub-account).

  Please note: If this option is activated, this sub-account gets at the same time access to the SkyFile Mail administration menus.

- **Keep a copy of all SMTP/POP3 emails in SkyFile** (SkyFile Mail Premium only): please select this option is you wish to keep a copy of all incoming and outgoing emails in SkyFile Mail. Emails will be stored in your alternate email program AND in SkyFile Mail.

- **HTML formatted mails allowed (POP3/SMTP):** if the subaccount is used by a POP3-based client program, HTML-formatted emails can be allowed here. Otherwise the server will convert them to plain text which saves some satellite transfer volume and time.

- **Deliver a log via POP3 for sent emails:** If this option is activated a short notification will be sent to your alternate email program when the emails are sent to the shore over the air.

- **Mail size:** Please select the mail size accepted for this sub-account. You can select:

  - No attachment: in that case this sub-account won't have the possibility to send any attached files.

  - 0,1MB

  - 0,3 MB

  - 1,0 MB

  - No limit

- **Limit**: If you enter a limit, no mails can be sent or received from this sub-account in case the online time, byte counter or money counter has exceeded this limit. "0" means the sub-account is unlimited.

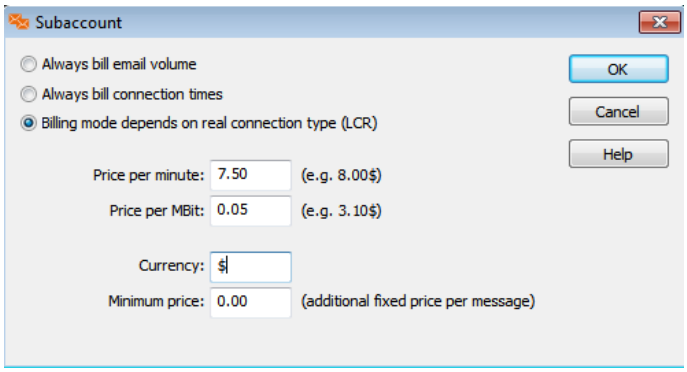
Please note that the reception of emails stops only after the next dial-in after the limit has been reached! So it might happen that the limit set will be exceeded for a certain amount.

- **Money-based limit**: Enables the captain to enter a money-amount as a limit, based on the previously entered crew-fee (price per min/Kbyte).

- **Monthly limit**: If you choose a limit, the online time, byte counter or money counter will be automatically reset at the end of the month. After this reset the limit is again available for the next month. This makes sense in case of a regular monthly billing of the sub-account users.

- **Clear online/byte counter**: In case the monthly limit is not selected, the online time can be reset by pressing this button. This makes sense in case a crew-member has paid the bill in the middle of the month to get a new credit. The current online time, byte counter or money counter is displayed for your information on the right hand side of this button.

To configure the price please go to "Price Configuration"



- **Always bill mail volume:** if selected the bill of this sub-account will be done on email-volume and the price determined by the one mentioned in the field “Price per Mbit”.

- **Always bill connection times:** if selected the bill of this sub-account will be done on email connection-time and the price determined by the one mentioned in the field “Price per minute”.

- **Billing mode depends on real connection type (LCR**): if selected both prices are taken in consideration by the software and will be displayed in the user-bill according to the connection done.

- **Price per minute:** The crew-fee per minute, based on the currency in the next field. This fee is not applied to internal emails.

- **Price per Mbit**: the crew-fee per Mbit, based on the currency in the next field. This fee is not applied to internal emails

- **Minimum price**: This fee will be simply added to every single email sent from this sub-account. This fee is not applied to internal emails.

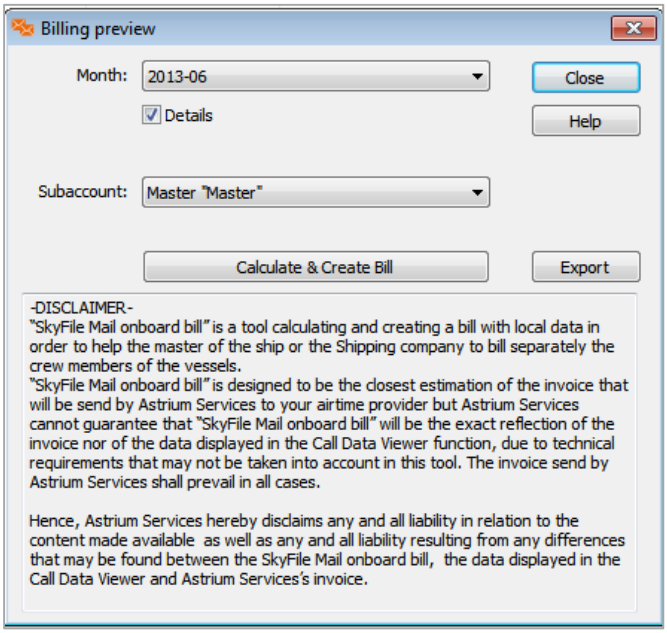
- **Currency**: Please enter the currency here, e.g. "EUR" or “€” or "USD" or “$”

- **How to keep original root-account?**

  By default the original root address (e.g. neptun@SkyFile.com) is replaced by the master sub-account, as soon as the first sub-account has been created. In case customers want to keep the root address (neptun@SkyFile.com) the master sub-account must be set as neptun.neptun@SkyFile.com. The shore-side will then receive mails sent from neptun@SkyFile.com.

  Example:

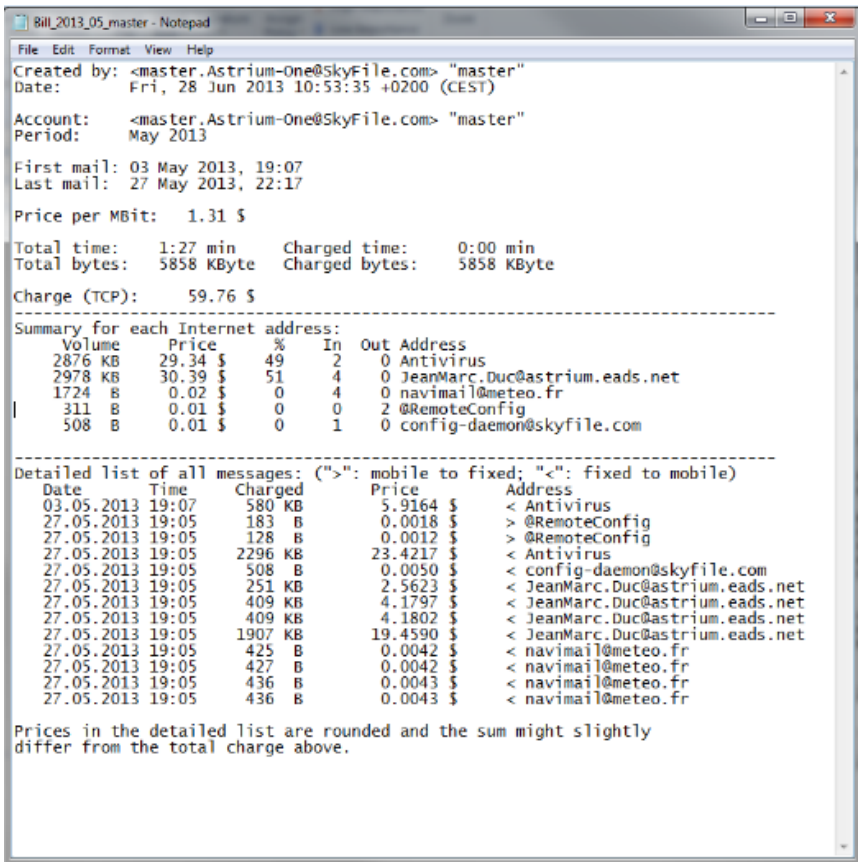
  Root account = neptun (neptun@SkyFile.com)
  If you want to keep it, set master sub-account to = neptun.neptun@SkyFile.com.
  If "Message without sub-account addressing to master sub-account" is selected, the message received on shore will be neptun@SkyFile.com (Instead of neptun.neptun@SkyFile.com)


Billing preview
Month:
2013-06
Close
Details
Help
Subaccount:
Master "Master"
Calculate & Create Bill
Export
-DISCLAIMER-
"SkyFile Mail onboard bill" is a tool calculating and creating a bill with local data in order to help the master of the ship or the Shipping company to bill separately the crew members of the vessels.
"SkyFile Mail onboard bill" is designed to be the closest estimation of the invoice that will be send by Astrium Services to your airtime provider but Astrium Services cannot guarantee that "SkyFile Mail onboard bill" will be the exact reflection of the invoice nor of the data displayed in the Call Data Viewer function, due to technical requirements that may not be taken into account in this tool. The invoice send by Astrium Services shall prevail in all cases.
Hence, Astrium Services hereby disclaims any and all liability in relation to the content made available as well as any and all liability resulting from any differences that may be found between the SkyFile Mail onboard bill, the data displayed in the Call Data Viewer and Astrium Services's invoice.

12.3 SUB-ACCOUNTS – ONBOARD BILLING

In case a sub-account is used by a crew-member or a passenger for private issues, in most cases ship-owners re-invoice the user for the used online-time. In order to enable the captain to provide him with a bill at any time including a detailed invoice, SkyFile Mail produces onboard-bills. Choose "File" ➔ "Billing", select the needed sub-account and month, and then press "Calculate".

Each single message (email, SMS, Fax) will be displayed with the respective duration or volume and the price for the respective data call, even if several messages were transferred within one data-call:



Bill_2013_05_master - Notepad

File Edit Format View Help

```
Created by: <master.Astrium-One@SkyFile.com> "master"
Date:       Fri, 28 Jun 2013 10:53:35 +0200 (CEST)

Account:    <master.Astrium-One@SkyFile.com> "master"
Period:     May 2013

First mail: 03 May 2013, 19:07
Last mail:  27 May 2013, 22:17

Price per MBit:   1.31 $

Total time:    1:27 min     Charged time:     0:00 min
Total bytes:   5858 KByte   Charged bytes:    5858 KByte

Charge (TCP):     59.76 $
--------------------------------------------------------------------------------
Summary for each Internet address:
     Volume      Price      %    In  Out Address
    2876 KB    29.34 $    49     2    0 Antivirus
    2978 KB    30.39 $    51     4    0 JeanMarc.Duc@astrium.eads.net
    1724  B     0.02 $     0     4    0 navimail@meteo.fr
     311  B     0.01 $     0     0    2 @RemoteConfig
     508  B     0.01 $     0     1    0 config-daemon@skyfile.com

--------------------------------------------------------------------------------
Detailed list of all messages: (">": mobile to fixed; "<": fixed to mobile)
   Date       Time     Charged       Price        Address
   03.05.2013 19:07     580 KB       5.9164 $     < Antivirus
   27.05.2013 19:05     183  B       0.0018 $     > @RemoteConfig
   27.05.2013 19:05     128  B       0.0012 $     > @RemoteConfig
   27.05.2013 19:05    2296 KB      23.4217 $     < Antivirus
   27.05.2013 19:05     508  B       0.0050 $     < config-daemon@skyfile.com
   27.05.2013 19:05     251 KB       2.5623 $     < JeanMarc.Duc@astrium.eads.net
   27.05.2013 19:05     409 KB       4.1797 $     < JeanMarc.Duc@astrium.eads.net
   27.05.2013 19:05     409 KB       4.1802 $     < JeanMarc.Duc@astrium.eads.net
   27.05.2013 19:05    1907 KB      19.4590 $     < JeanMarc.Duc@astrium.eads.net
   27.05.2013 19:05     425  B       0.0042 $     < navimail@meteo.fr
   27.05.2013 19:05     427  B       0.0042 $     < navimail@meteo.fr
   27.05.2013 19:05     436  B       0.0043 $     < navimail@meteo.fr
   27.05.2013 19:05     436  B       0.0043 $     < navimail@meteo.fr

Prices in the detailed list are rounded and the sum might slightly
differ from the total charge above.
```

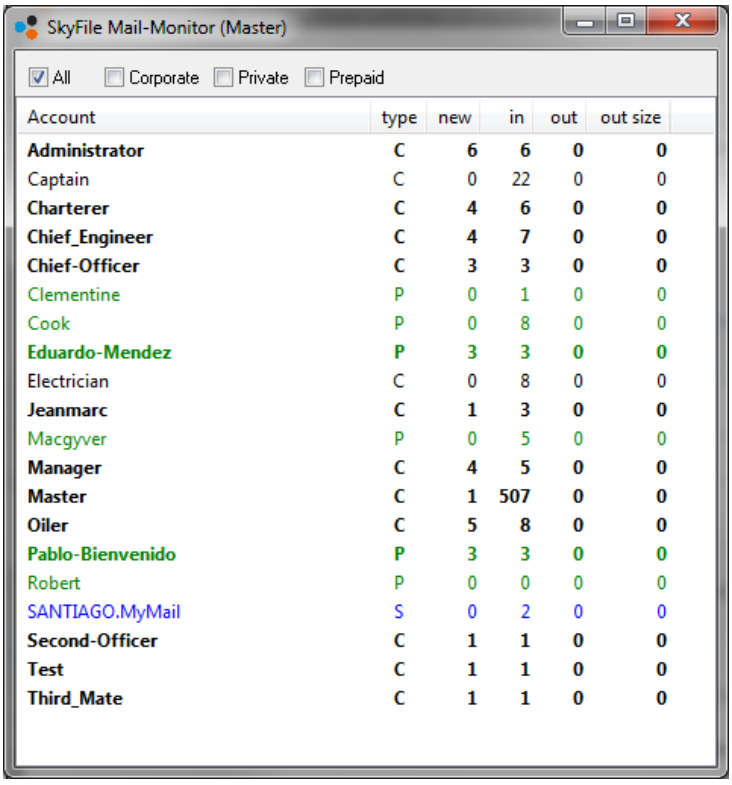
Each sub-account optionally receives either a duration based (per minutes) or a volume-based (per kByte) bill. For details, please refer to chapter "Sub-accounts - Creation".

Please note: The values stated in this bill may differ from the general monthly bill issued by Astrium Services, as the entered rates are user-defined; The call duration may differ (sometimes 10% or more) from the real call duration of the land earth station.

An export function allows to export the files in CSV format.

12.4 SUB-ACCOUNTS – SUB-ACCOUNT MONITOR

In case you have created several sub-accounts onboard, the sub-account monitor helps you to maintain the overview. The sub-account monitor is accessed via SkyFile Mail menu "Subaccount" ➔ "Subaccount monitor".



Account	type	new	in	out	out size
Administrator	**C**	**6**	**6**	**0**	**0**
Captain	C	0	22	0	0
Charterer	**C**	**4**	**6**	**0**	**0**
Chief_Engineer	**C**	**4**	**7**	**0**	**0**
Chief-Officer	**C**	**3**	**3**	**0**	**0**
Clementine	P	0	1	0	0
Cook	P	0	8	0	0
Eduardo-Mendez	**P**	**3**	**3**	**0**	**0**
Electrician	C	0	8	0	0
Jeanmarc	**C**	**1**	**3**	**0**	**0**
Macgyver	P	0	5	0	0
Manager	**C**	**4**	**5**	**0**	**0**
Master	**C**	**1**	**507**	**0**	**0**
Oiler	**C**	**5**	**8**	**0**	**0**
Pablo-Bienvenido	**P**	**3**	**3**	**0**	**0**
Robert	P	0	0	0	0
SANTIAGO.MyMail	S	0	2	0	0
Second-Officer	**C**	**1**	**1**	**0**	**0**
Test	**C**	**1**	**1**	**0**	**0**
Third_Mate	**C**	**1**	**1**	**0**	**0**

The monitor gives a list of all sub-accounts with the following respective info:

- **New**: number of new unread messages
- **In**: number of received messages in the "new"-archive
- **Out**: number of messages which will be sent in the next data transfer
- **Out size**: volume of all messages which will be sent in the next data transfer

In the sub-account monitor window you can simply double-click on an arbitrary line, to switch to the respective sub-account.

A function available in SkyFile Mail v8.25 and higher, allows you to select the type of accounts you wish to see.

Abbreviations:

- C = Corporate
- P = Private
- S = Prepaid
- ~[account] = Prepaid MyMail

Please note: In case you open the sub-account monitor while being in the master sub-account (the string "(Master)" will be shown in the head-line), you will be able to easily access all corporate sub-accounts without entering the sub-account password. This enables the captain, to conveniently check all corporate sub-accounts, to decide which data should be sent before dialing-in, or which data have been received after dial-in.

13. POSTPAID / PREPAID CREW EMAILING

More and more crew members are asking for an easy to use and cheap solution to send and receive emails to and from their family and friends at home, as emails are much cheaper than voice calls.

Thanks to the described sub-account features, SkyFile Mail makes it easy for the captain to offer crew emailing: even prepaid crew emailing can be offered with a minimum of administrative efforts involved and without additional investment as the available hard- and software components on board can be used:

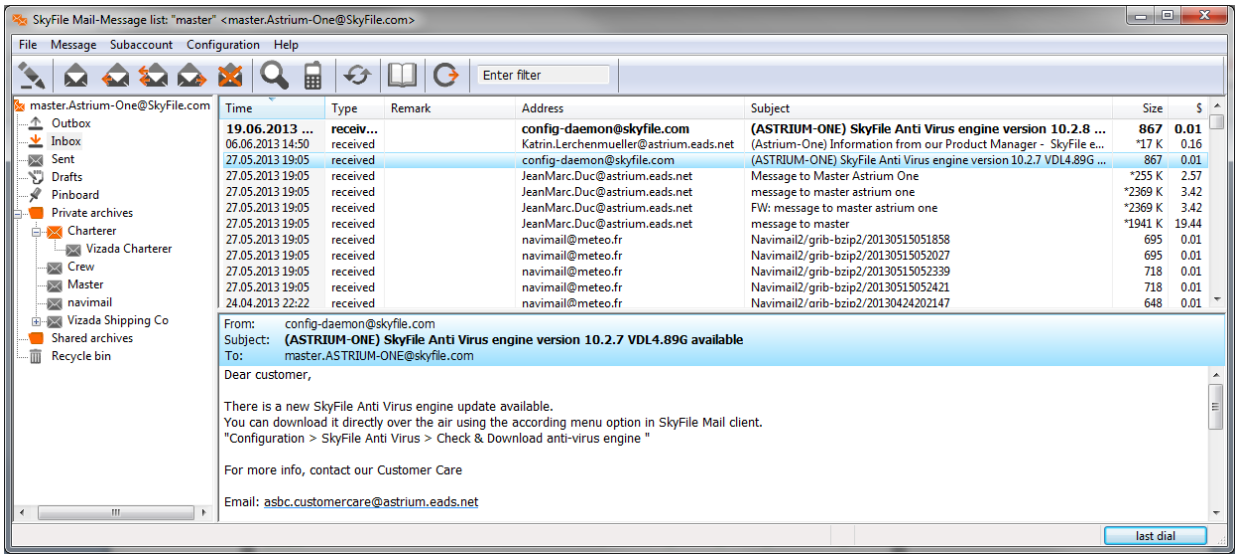
Thanks to the private sub-accounts, each crew-member can get his own password protected onboard email address.

A separated PC for the crew, connected via LAN, can be installed e.g. in the crew room to avoid that the crew need to visit the bridge to check emails. Only the captain is allowed to start the email transfer.

The crew-traffic can be charged on a monthly basis or at any time, e.g. if a person leaves the vessel. The bill is very detailed, each message is documented and priced, the captain may select between two options: volume- or connection times based billing. In both cases, the invoice is well comprehensive and understandable for both, captain and crew.

Advantage for volume billing: the price per email is already shown when the email is created. As well the price per email is shown in the message list.

The rate for the crew will be defined by the captain.


SkyFile Mail-Message list: "master" <master.Astrium-One@SkyFile.com>
File Message Subaccount Configuration Help
Enter filter
master.Astrium-One@SkyFile.com
Outbox
Inbox
Sent
Drafts
Pinboard
Private archives
Charterer
Vizada Charterer
Crew
Master
navimail
Vizada Shipping Co
Shared archives
Recycle bin
Time Type Remark Address Subject Size $
19.06.2013 ... receiv... config-daemon@skyfile.com (ASTRIUM-ONE) SkyFile Anti Virus engine version 10.2.8 ... 867 0.01
06.06.2013 14:50 received Katrin.Lerchenmueller@astrium.eads.net (Astrium-One) Information from our Product Manager - SkyFile e... *17 K 0.16
27.05.2013 19:05 received config-daemon@skyfile.com (ASTRIUM-ONE) SkyFile Anti Virus engine version 10.2.7 VDL4.89G ... 867 0.01
27.05.2013 19:05 received JeanMarc.Duc@astrium.eads.net Message to Master Astrium One *255 K 2.57
27.05.2013 19:05 received JeanMarc.Duc@astrium.eads.net message to master astrium one *2369 K 3.42
27.05.2013 19:05 received JeanMarc.Duc@astrium.eads.net FW: message to master astrium one *2369 K 3.42
27.05.2013 19:05 received JeanMarc.Duc@astrium.eads.net message to master *1941 K 19.44
27.05.2013 19:05 received navimail@meteo.fr Navimail2/grib-bzip2/20130515051858 695 0.01
27.05.2013 19:05 received navimail@meteo.fr Navimail2/grib-bzip2/20130515052027 695 0.01
27.05.2013 19:05 received navimail@meteo.fr Navimail2/grib-bzip2/20130515052339 718 0.01
27.05.2013 19:05 received navimail@meteo.fr Navimail2/grib-bzip2/20130515052421 718 0.01
24.04.2013 22:22 received navimail@meteo.fr Navimail2/grib-bzip2/20130424202147 648 0.01
From: config-daemon@skyfile.com
Subject: (ASTRIUM-ONE) SkyFile Anti Virus engine version 10.2.7 VDL4.89G available
To: master.ASTRIUM-ONE@skyfile.com
Dear customer,
There is a new SkyFile Anti Virus engine update available.
You can download it directly over the air using the according menu option in SkyFile Mail client.
"Configuration > SkyFile Anti Virus > Check & Download anti-virus engine "
For more info, contact our Customer Care
Email: asbc.customercare@astrium.eads.net
last dial

To avoid unauthorized use, the captain can set a monthly or general traffic limitation for each sub-account. After reaching this traffic limit, the crew sub-account cannot produce any additional messaging-costs[10].

Prepaid crew emailing:

In order to offer an easy "prepaid" crew emailing solution onboard, the captain needs to set the billing parameters such as: price per minute, currency, minimum price and limit (money or monthly based).

14. SKYFILE MAIL PREPAID – MASTER ACTIVATION

To use SkyFile Mail prepaid:

1) The service must be activated on the SkyFile Mail server.

Please contact your Astrium Services Service Provider or Astrium Services Customer Care.

- If you use SkyFile Mail prepaid on a SkyFile Mail account where sub-accounts have been previously activated and used, please, directly go to **point 13.2**
- If you use SkyFile Mail for the first time, please follow those steps.

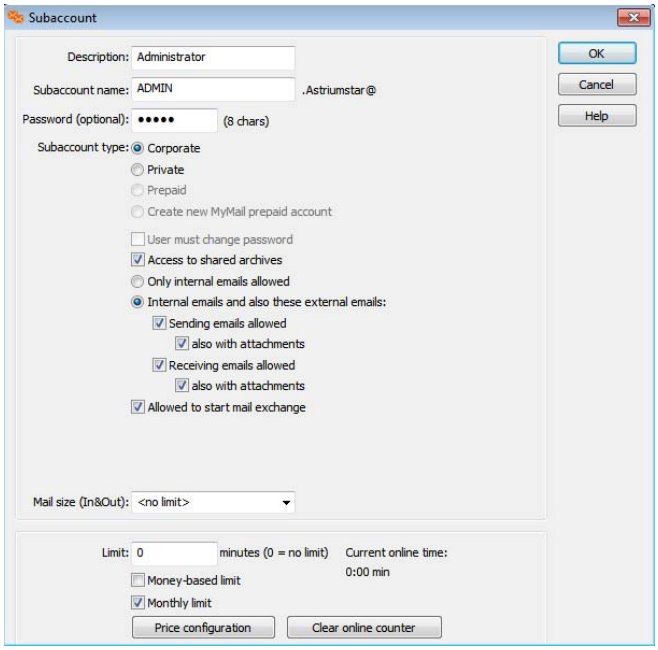
[10] Please note that the reception of email stops only after the next dial-in after the limit has been reached! So it might happen that the limit set will be exceeded for a certain amount.

14.1 HOW TO CREATE A MASTER / ADMINISTRATOR SUB-ACCOUNT.

To activate and to use SkyFile Mail in Prepaid mode, a master/administrator sub-account must be created.

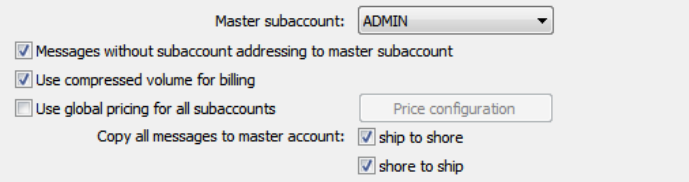
Please go to “Subaccount” ➔ “Subaccount configuration” ➔ “New”

Please complete relevant fields (at least Description, Subaccount name and Password), as shown below:



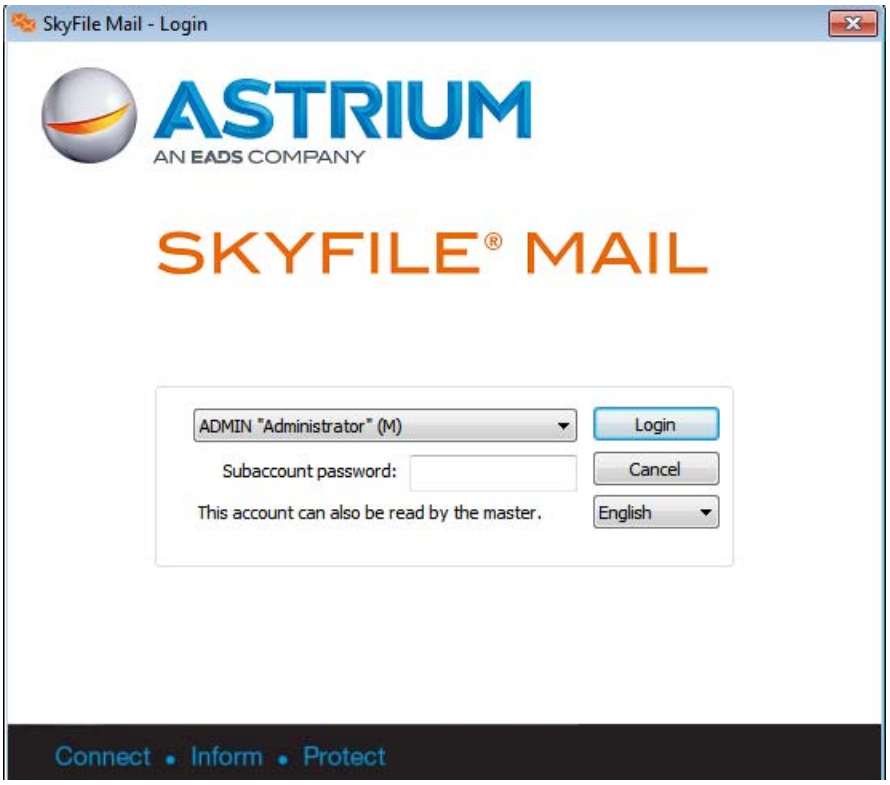
Then validate by “**OK**”.

Please select this account as the “master sub-account”


Master subaccount: ADMIN
Messages without subaccount addressing to master subaccount
Use compressed volume for billing
Use global pricing for all subaccounts
Price configuration
Copy all messages to master account:
ship to shore
shore to ship

Afterwards, SkyFile Mail is closed and restarted automatically to take in charge those modifications.

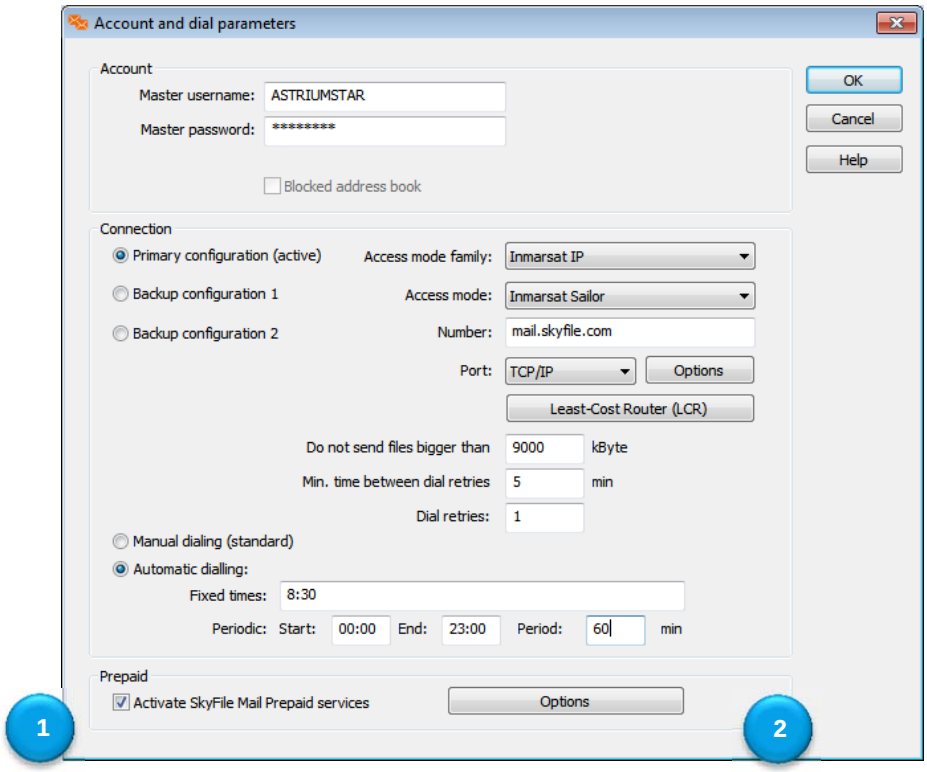
Please select the master/administrator account previously created, and enter the password.



Now you are able to activate SkyFile Mail prepaid functions.

14.2 HOW TO ACTIVATE ONBOARD SKYFILE MAIL PREPAID SERVICE

To activate SkyFile Mail prepaid service, please go to “Configuration” ➔ “Account & Dial Parameters”
and activate “**prepaid**” options (**1**)



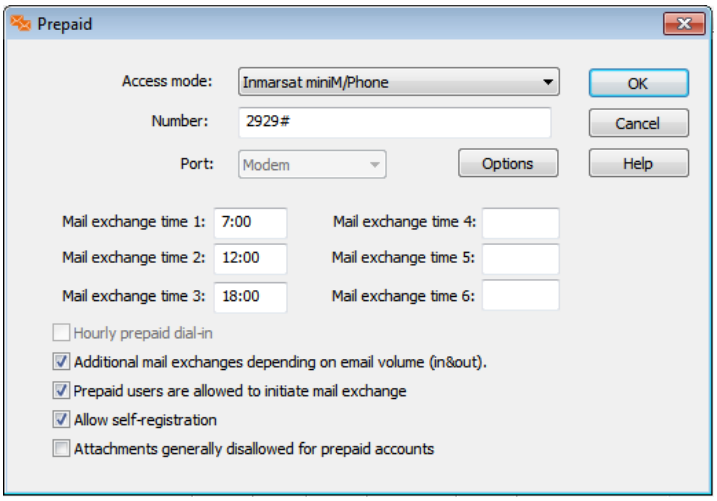
Then select "**options**" (**2**)

Please configure "Prepaid" Options

- **Access mode**: This is the access mode used for SkyFile Mail prepaid connection. Post-paid and prepaid connections can be done over different satellite terminals.

- **Mail exchange time**: A maximum of 6 daily connections can be configured. Please configure the time when the prepaid connections will be done. The connection to the server is fully automatic at the time configured. Select the connection time accordingly with the vessel activity. Prefer a prepaid connection when the business-activity of the vessel is reduced (during the night for instance). With a correct configuration, you will avoid any problems or conflicts between the regular SkyFile Mail and SkyFile Mail prepaid connections.

  Of course, if 2 separate connexion-modes are used, this is not an issue.



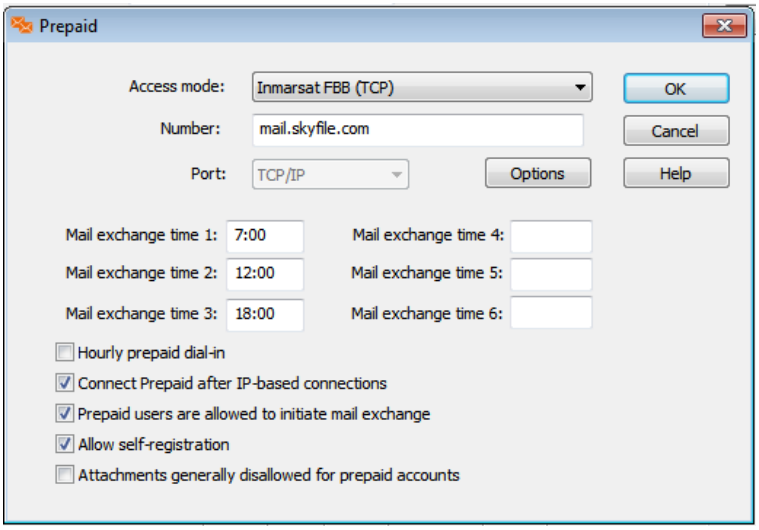
- **Additional mail exchanges depending on mail volume (in&out):** in this "flexible" mode, SkyFile Mail client gets information about mail count and mail volume for prepaid sub accounts during post-paid connections. If the sum of outgoing and incoming mails exceeds values defined in the SkyFile Mail server, an email exchange is automatically done. The mail exchange is done 15 minutes after the latest successful post-paid connection.
  The default value is 5 emails waiting in the outgoing and/or incoming mailbox.

- **Prepaid users are allowed to initiate mail exchange**: in case of emergency prepaid users can send emails immediately (if this option has been activated by the master). An additional fee will be charged to the user in any cases and applied on each email or check-mail done by the user.

- **Allow self-registration:** If this option is selected, SkyFile Mail prepaid users will be able to create and configure their own SkyFile Mail prepaid sub-account.

14.3 TCP/IP

MyMail over TCP/IP is available on **SkyFile Mail v8.00** and following versions.



- **Mail exchange time "x".**
  Please insert your preferred exchange-time for prepaid-calls.

- **Hourly prepaid dial-in**
  If selected, a prepaid call is generated every hour.

- **Make a prepaid connection after IP-based postpaid connections.**
  If selected, a prepaid-call is generated after each postpaid-call.

- **Prepaid users are allowed to initiate mail exchange.**
  If selected, the crew-member is able to generate a prepaid-call whenever he wants. An extra-charge is applied on each single prepaid dial-in. over TCP/IP the extra-charge is 1 unit.

- **Allow self-registration.**
  If selected, the crew-member is able to create and configure his prepaid-account by himself.

14.4 HOW THE MASTER CAN CREATE A PREPAID SUB-ACCOUNT

If the "Self-Registration" option is disallowed, prepaid sub-accounts must be created by the master or the SkyFile Mail administrator.

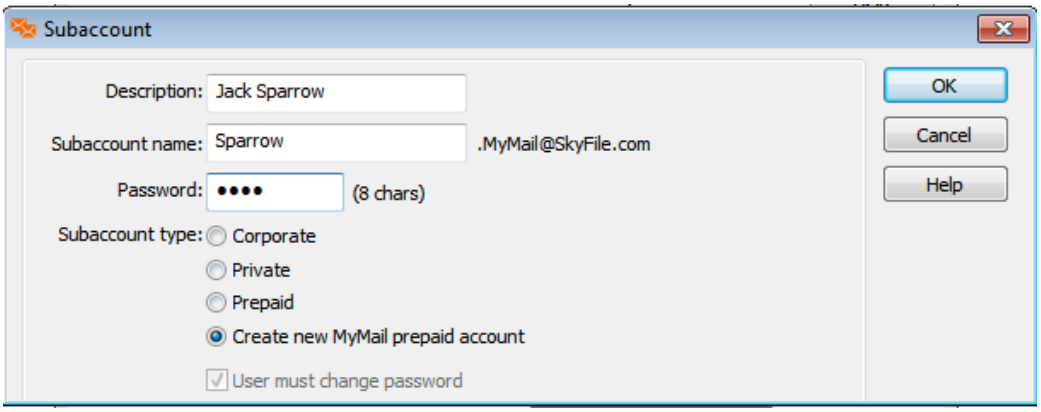
To create a new prepaid sub-account, please go to "Subaccount" ➔ "Subaccount configuration", then select "New". Please fill-out the following fields:

- **Description:** this is the prepaid sub-account-name which will appear just before the mail address <**Sparrow**> Sparrow.Astriumstar@SkyFile.com

- **Sub-account name:** this is the sub-account address which will be linked with the main SkyFile Mail account

- Password: In prepaid-mode, the password is mandatory. The password must be communicated to the prepaid user. It is mandatory to open the prepaid sub-account.

- Then **select "prepaid".**



Prepaid sub-account has been successfully created. Now you need to configure it.

14.5 HOW THE MASTER CAN CONFIGURE A PREPAID SUB-ACCOUNT

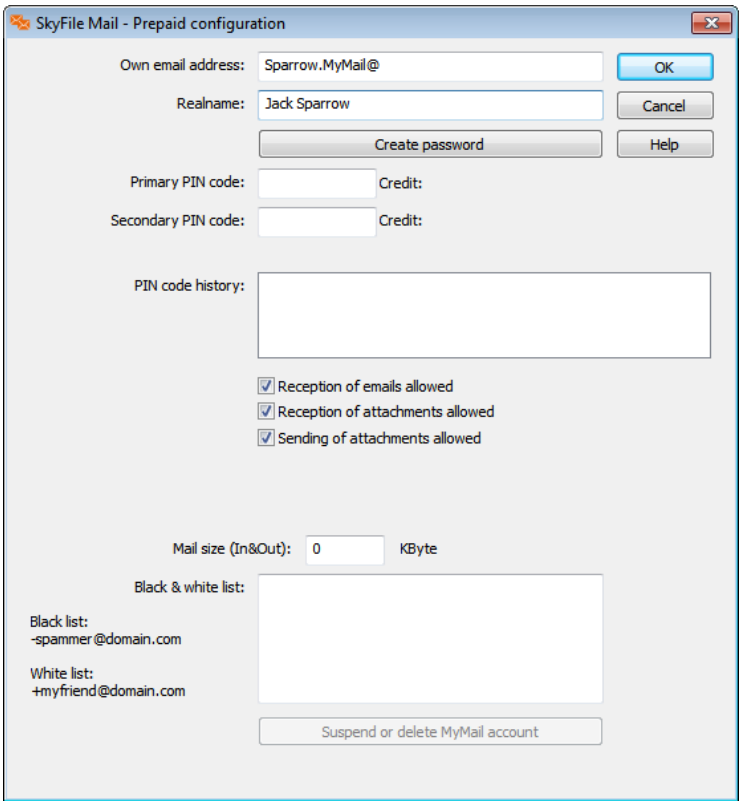
To configure a prepaid sub-account, please select it in the SkyFile Mail log-in page.

From the SkyFile Mail master sub-account, please click on "change sub-account"

Please select the prepaid sub-account in the "prepaid sub-accounts" list.

- Enter the prepaid sub-account password.

- Confirm the sub-account password.



Now you can configure the sub-account profile of the crew-member or of the passenger.

For information about configuration of sub-accounts, please see following pages.

15. HOW A CREW-MEMBER / PASSENGER CAN CREATE HIS OWN SKYFILE MAIL PREPAID OR MYMAIL SUB-ACCOUNT

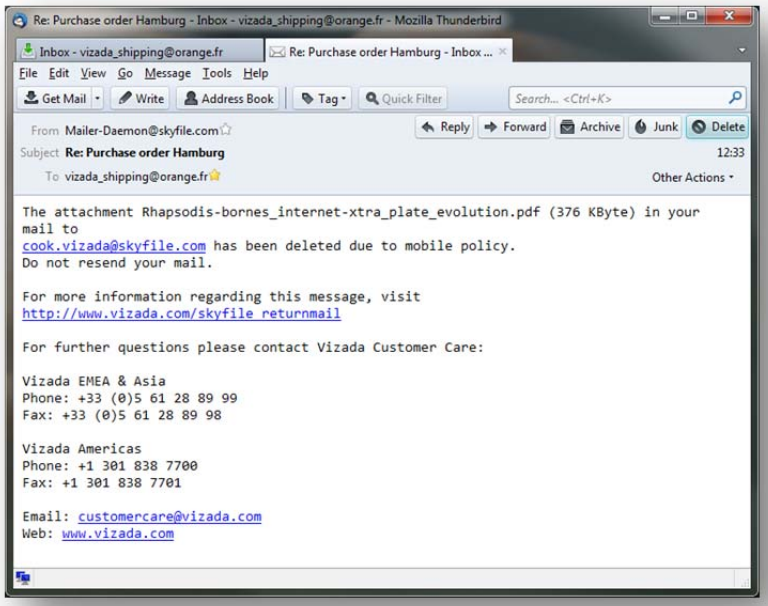
To learn more about **SkyFile Mail Prepaid & MyMail**, please contact Astrium Services Customer Care or consult Astrium Services a website where a dedicated user guide is available.

You will find Astrium Services Customer Care contacts at the end of this user manual.

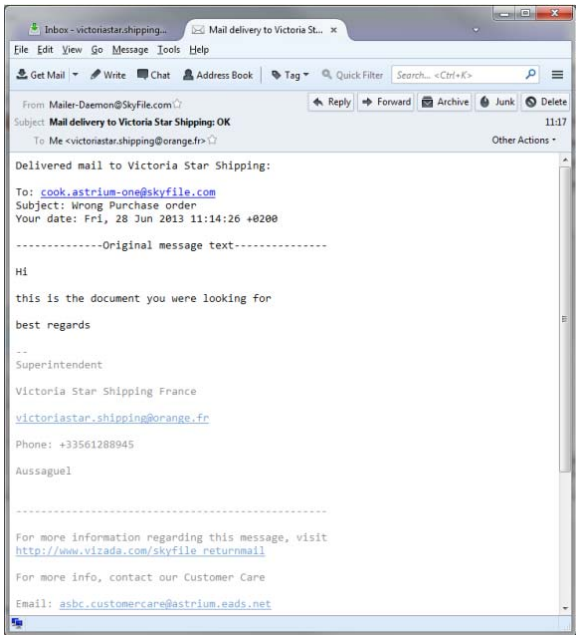
16. ANNEX

Delivery notification if the reception of attachments is disallowed by the ship's policy.

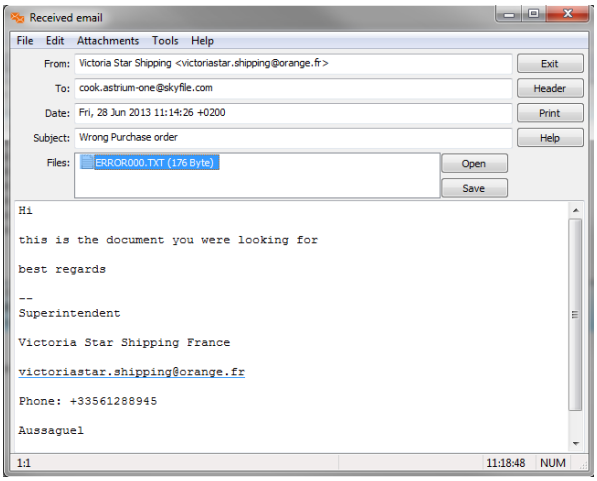
The sender receives a first notification. The attachment has been filtered.



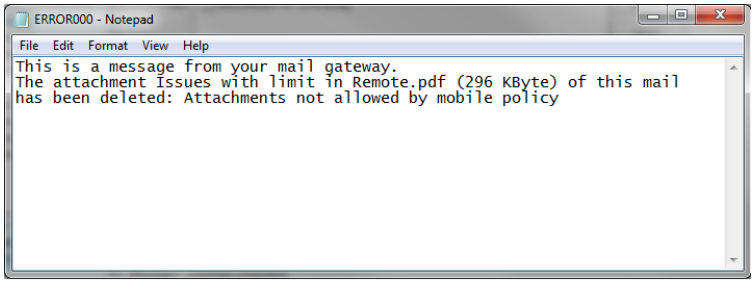
The sender receives a second notification when the mail-body has been delivered to the recipient.



The recipient receives the mail-body + a text-file in an attachment



The recipient is informed that the attachment has been filtered.


ERROR000 - Notepad
File Edit Format View Help
This is a message from your mail gateway.
The attachment Issues with limit in Remote.pdf (296 KByte) of this mail
has been deleted: Attachments not allowed by mobile policy

17. FAQ

HOW TO CHECK IF A SKYFILE MAIL ADDRESS IS SET UP TO BE USED IN PREPAID MODE?

You have to make sure the prepaid box at the bottom of the window is ticked in the SkyFile Mail administration. The standard option also needs to be selected in the drop down menu as well as the mobile type and the data IMN used for prepaid connection.

HOW TO AUTHORIZE A SKYFILE MAIL ADDRESS TO BE USED IN PREPAID MODE IF I DO NOT KNOW THE DATA IMN USED FOR CONNECTION?

The Data IMN needs to be filled in for statistical purposes only (except for Iridium where verification is done in the prepaid platform). So you can fill out this field with a fake number in case of emergency. (Needs to be verified for Iridium)

HOW CAN THE SKYFILE MAIL ADDRESS OWNER CREATE PREPAID SKYFILE MAIL SUB-ACCOUNTS?

The captain has to make sure he activated the SkyFile Mail prepaid option in his software first: click on “Configuration“ then “Account“ and in the dial parameters you need to tick the box “Activate support of SkyFile prepaid“. Then he has to create a private or corporate master sub-account before being allowed to create prepaid sub-accounts because all the prepaid sub-accounts need to be linked to a master sub-account).

CAN YOU USE THE SAME UNIVERSAL CARD™ WITH DIFFERENT PREPAID SUB-ACCOUNTS?

You can use the same card with different prepaid sub-accounts but when this card is used either for a phone call or a mail exchange it cannot be used more than once at the same time, because it is locked during usage.

WHAT TO DO WHEN A UNIVERSAL CARD WITH CREDIT LEFT ON IT CAN NO LONGER BE USED?

Sometimes cards can still be locked in the prepaid platform (TETCO platform). It sometimes happens that a card stays locked in the prepaid platform after a regular usage and it cannot be used anymore. The customer gets an error message saying his card is already used by another account. You need to contact Astrium Services Customer Care and they will unlock the Universal Card in the TETCO platform.

CAN WE USE SKYFILE PREPAID OVER MPDS?

SkyFile Prepaid is usable on Inmarsat Circuit Switched Data and on Rudics over Iridium.

SkyFile Prepaid is not available on MPDS.

WHAT ARE THE SKYFILE MAIL RULES REGARDING THE SIZE OF THE MAIL BOXES?

The following limits apply for the mailbox:

- The maximum mailbox size is 10 times the configured mail size limit for this customer.
- If the customer has dialed the server within the last 2 days, then up to 250 mails are accepted if the user has sub-accounts or up to 100 if no sub-accounts are used.
- If the customer has dialed the server in the last 3 to 10 days, up to 50 mails are accepted.
- If the customer has not dialed the server within the last 10 days, only 10 mails are accepted; the sender will get "mailbox full" for the 11th mail.
- Special case: For prepaid users, 50 mails are accepted regardless of the last dial-in.
- Old mails are deleted after 30 days, and a notification is bounced to the sender.
- Note that a webmail log-in does not count as a dial-in, so it will not increase the mailbox size.

TO WHICH COUNTRIES AND NETWORKS CAN I SEND SMS MESSAGES?

The SkyFile gateway in the land earth station has its own GSM connection and can send SMS messages to most GSM networks worldwide. There are no additional charges for this service. In a

few countries SMS messages are even possible to fixed users: If the fixed telephone does not support displaying messages, the message is read by a speech synthesizer.

However, no definitive answer can be given to this question because network providers often change their roaming lists. Also, even if you can send a message to a specific network, this does not necessarily mean that you can also receive messages (answers) from that network.

Please note that a positive confirmation email to your SkyFile Mail account only says that the SMS could be sent to the local GSM network node. It does not guarantee that the message will actually arrive in the destination network or at the specified cell phone number.

The cell phone user can also answer a received SMS message by simply responding to the same GSM number where he received the message from.

WHAT TO DO WHEN SKYFILE MAIL IS IN GERMAN LANGUAGE EVEN THOUGH YOU CHOSE ANOTHER LANGUAGE?

In fact German is still the default language of the program. German text is within the program itself, other languages are in external files. The selected language is stored in the windows registry for each windows user.

If there are problems with the language files like ENGLISH.LAN, German sentences might be visible. Possible causes:

There was a problem during installation of the update and the ENGLISH.LAN does not contain the new sentences. He can check the size of ENGLISH.LAN. It should be 32776 Bytes. But in this case he got an installation error message during the installation of the SkyFile 7.0. It seems he has the ENGLISH.LAN from 6.3, all new functions are not translated. If any other application (virus scanner) blocks the ENGLISH.LAN, it might happen that some sentences are not in the selected language.

WHY DON'T I RECEIVE A DELIVERY CONFIRMATION EMAIL ANYMORE WHEN I SEND EMAILS TO THE SKYFILE MAIL ADDRESSES?

Confirmation mails are returned to a terrestrial address if at least one SkyFile Mail user has sent at least one email to this address.

This system avoids backscatter which could be sent to fake email addresses as used by spammers and viruses.

It also helps against spammers who might try to validate email addresses by receiving confirmations. So if a terrestrial address does not receive any email from any SkyFile Mail user from more than about three weeks, no confirmation mails will be sent to this address.

WHICH INMARSAT SERVICES ARE SUPPORTED BY SKYFILE MAIL?

SkyFile Mail supports all connection-oriented and packet-based Inmarsat services:

Inmarsat-B: Besides its high-quality phone service, it also allows data and fax communications with reliable 9600 bps through the internal modem of the transceiver. The B-High-Speed service offers 64 kbps and is compatible with ISDN lines. A parabolic antenna is required.

Inmarsat-Phone (Mini M) includes telephony, fax and data transfer (2400 bps) using small, portable sets with integrated flat antennas. It uses a digital speech encoding similar to terrestrial GSM radio telephone services.

Inmarsat-M4/Fleet offers ISDN capabilities with 64 kbit/s via satellite for high-quality speech and fast data transfer. M4 is the land-mobile version, Fleet for maritime use. The medium also offers Internet access via the Mobile Packet Data Service (MPDS) which uses a volume-based tariff with no time charges. The variants Fleet 33 (9600 bps in spot beams only, 2400 bps global), 55 (64 kbps in spot beams, 9600 bps global) and 77 (64 kbps global) primarily differ in the required antenna dish size and transmitter power.

FleetBroadband and BGAN (Broadband Global Access Network) has a volume-based tariff similar to MPDS and also runs over the Inmarsat satellites as a packet-based Internet access with 128 kbps and more. Alternatively, the low-orbit Iridium satellites are available even in the polar regions, offering speech and 2400 bps data. The service reliability does not meet the GMDSS requirements, however, so Iridium is not sufficient as a distress system.

WHAT ARE THE ADVANTAGES OF SKYFILE MAIL COMPARED TO OTHER SOFTWARE?

The reason is simply that SkyFile Mail is specifically designed for the special requirements of satellite communications, so it works more reliable and cheaper than conventional email programs. Each day many thousands of emails are transferred using SkyFile Mail.

SkyFile Mail is much faster than other mail programs. The difference in connection time between SkyFile Mail and other mail programs are the result of several factors:

The MIME-base64 coding of Outlook and similar programs requires 8 bits for each 6 bits of net data. SkyFile Mail uses a transparent transfer, which gives 33 % more performance.

SkyFile Mail compresses typical text, Word, Excel and similar files online, typically saving 50 % of time.

The SkyFile Mail log-in procedure is very fast, requiring less steps than the typical POP3 log-in of other programs.

SkyFile Mail receives and sends data in parallel at the same time, saving up to 50 % of time. Due to the propagation delay, each dialogue step typically consumes more than one second over satellites. SkyFile Mail reduces the number of steps for sending and receiving one email from 23 (conventional POP3/SMTP over PPP) to only four, additionally saving more than 30 seconds.

WHY SHOULD I SEND FAXES USING SKYFILE MAIL?

Using the fax printer driver in SkyFile Mail, you may use any Windows application like MS Word, Excel, and many others to send text or graphics as a fax. The "trick" is that the fax is sent securely to the gateway using SkyFile Mail's error-correction and compression capabilities.

Then the gateway at the land earth station will send the fax to its destination over the land line. This is much cheaper and more reliable than sending faxes directly from the Inmarsat transceiver. You will get a confirmation email later which shows if the fax could be sent correctly. (The same thing happens if you send an SMS message.)

THE EXTERNAL COM PORT OF MY LAPTOP IS NOT DISPLAYED?

In some cases external serial ports like those in USB or PCMCIA adapters do not appear in the device list of most applications so that they cannot be selected.

If this happens, you should launch the Regedit program and search for this key:

HKEY_LOCAL_MACHINE\Hardware\DeviceMap\SerialComm

To activate a COM1 port, for instance, you have to create a new string with the name "COM1" and the value "Com1" in Windows 98. For Windows NT, 2000 or XP the string must have the name "\Device\Serial0" and the value "COM1". - Please note that changes to the registry should be done by experienced personnel only.

IS IT USEFUL TO PACK ATTACHMENTS INTO A ZIP FILE FIRST?

SkyFile Mail uses a very efficient online compression algorithm, which is quite similar to the one used in ZIP software. Typical text files are compressed to 50 % or less.

If you transfer many small attachments in one email, you may save a few seconds of connection time by putting all attachments into one single ZIP file, so that you effectively have only one attachment. This will avoid the short handshake times between all the attachments.

For typical emails with no or only a few attachments, however, there is absolutely no advantage sending them as ZIP files.

IS IT POSSIBLE TO REDIRECT MY SKYFILE MAILBOX OR TO RETRIEVE IT VIA ISDN?

You can redirect a free mail account like GMX, Bigfoot, Yahoo or others to your SkyFile Mail address while you are using your satellite transceiver. When you are back home, simply deactivate this redirection at your free mail provider. However, we recommend not to use such a redirection because it makes filtering spam very unreliable.

Your SkyFile Mail account cannot be redirected to a different email address - the server and its backbone connection are not intended for this sort of usage, since it would increase the data volume of the mail gateway significantly. This traffic could also slow down the server response and therefore increase the cost of exchanging mails via satellite, which of course is not intended.

You can use the web interface of the SkyFile server to read, answer and forward received emails with any web browser. The same username and password combination is required as for SkyFile Mail, but the web function is enabled on explicit request only to avoid any misuse. Mails for private sub-accounts are not displayed for privacy reasons. Please ask Astrium Services Customer Care for the required access data.

WHAT CAN I DO AGAINST UNWANTED MAILS (SPAM)?

The gateway has a built-in spam filter which will block most unwanted unsolicited emails. Due to the nature of such mails, however, a few spam mails may still get through. If you are frequently offended by emails from one specific sender, please inform Astrium Services Customer Care.

We do not recommend to forward emails from a mailbox at another mail provider like Google Mail, Hotmail or Yahoo to your SkyFile account. Since the servers of these services are treated as trustworthy by the SkyFile server, spam detection cannot work as good as for servers communicating directly with the SkyFile gateway.

A very restrictive way is to only allow incoming emails which have a specific password in their subject. This means that all emails not having this word in the subject will be deleted, and their sender gets a return mail with an error message (access denied).

Another mechanism is using a black & white list which can be managed from a previously registered email address. Typically it will only consist of a white list (+) with addresses being allowed to send emails to your mobile account.

The account management at Astrium Services can also set file size limits for attachments in emails directed to your account. Especially if you are using a slow service like Inmarsat M or Mini M, this limit should not be set too high.

During the reception of a long email you can abort the transfer of a file by pressing the "reject" button in the transfer software. This file will then be deleted on both sides, and the transfer will continue with the next file or email.

IS IT POSSIBLE TO USE SKYFILE MAIL IN A NETWORK WITH SEVERAL PCS?

Yes! Simply define the hard disk drive of the PC connected to the satellite transceiver as a network resource, e.g. "c" for the local disk "C:". Please see the built-in help of Windows for details how to create a network resource. On all other PCs within the local network, the Autosync.exe program can then be launched from the network, e.g. using a desktop link, instead of installing SkyFile Mail on all PCs.

For instance, if the machine name of the PC with the cable to the satellite transceiver is "pc1" and SkyFile resides on its local drive C:, other workstations can access SkyFile Mail by simply using \\pc1\c\skyfile\autosync.exe as a desktop link. Alternatively, if workstations are using mapped drives like N: pointing to \\pc1\c, they can access SkyFile Mail using N:\skyfile\autosync.exe.

Typically each workstation uses its own sub-account name and thus has its own email address. It is also possible to access a specific mail account from different PCs alternatively, though this should not be done at the same time.

To ensure that the mail list and the archive tree are automatically synchronized between all workstations with the internal firewall of Windows XP enabled, "File and printer sharing" must be allowed in the firewall for local LAN addresses even if the sharing service is not really activated.

If SkyFile Mail has been configured for an automatic dial-in with a specified timing or for using sub-accounts, then the transfer module is started automatically on the PC connected to the satellite terminal. This ensures that internal emails from one sub-account to another are delivered immediately without having to go through the satellite link.

HOW CAN I SEND AN SMS MESSAGE TO A SKYFILE MAIL USER?

You can send SMS messages to SkyFile Mail users only after you have received one from the SkyFile gateway, so you can see the GSM number of the gateway. All SkyFile Mail users have the same GSM gateway number. There are two ways to send an SMS message:

You answer the SMS message, using the same cell-phone number as in the message you have received. The SkyFile gateway has kept in memory your mobile number and routes your answer to the user who had sent you a message before. No additional addressing is required. However, please do not use a colon ":" after the first word of your message in order to avoid any misinterpretation of this word as an address.

If you want to send an SMS to a SkyFile Mail address from a different mobile phone or from a web-based SMS service you will have to write the recipient's user name and a colon at the beginning of your message. Example: ANDREA1: Hello, thanks for your message...

Upper or lower case is not relevant in the username.

Please note that the successful delivery of your message to the satellite gateway depends on whether your local GSM provider has a bi-directional interworking agreement with T-Mobile or not.

HOW DOES BLACK AND WHITE LIST WORK?

“Black” entries: define terrestrial email addresses or even email domains, which are not permitted to send messages to your terminal(s).

“White” entries: define terrestrial email addresses or even email domains, which are allowed to send messages to the terminal(s). Once a “white” entry exists, all other unspecified email addresses are automatically “black”, that means, only the "white" list entries are permitted to send emails to the respective SkyFile Mail account(s).

We have two kinds of black & white lists: The prepaid function and the existing black & white list for postpaid accounts. Both lists are implemented in the same way: 1. List with only '-' entries: all non-matching addresses are allowed:

- hotmail.com
- yahoo.com

2. List with only '+' entries: all non-matching addresses are forbidden:

+company1.com

+company2.com

4. Mixed lists: all non-matching addresses are allowed!

+good_friend@hotmail.com
hotmail.com

+good_friend2@yahoo.com
yahoo.com

With these rules it is possible for you to exclude all unknown addresses from a spammed domain, but you are able to receive emails from your friend.

18. ANY QUESTIONS ? NEED SUPPORT?

You can begin using SkyFile Mail immediately after registering as a user through Astrium Services Customer Care. SkyFile Mail is available in several languages. You can download SkyFile Mail for free from our homepage www.astrium.com or request the software on a CD.

If you have any questions regarding SkyFile Mail, please consult Astrium Services website or contact Astrium Services Customer Care:

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Customer Care Americas
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